Norton SystemWorks™ Professional Edition User's Guide

Norton SystemWorks 2002™ Professional Edition

Norton SystemWorks™ Professional Edition User's Guide

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1

Getting Started

CHAPTER 1

Emergency procedures

If you have an emergency, read through this section to try to find the solution to your problem. Common problems include virus threats, trouble restarting your computer, and missing files.

Warning: If your computer is having any of these problems, do not install Norton SystemWorks. Read through this section first and use the recommended fixes.

If you suspect that you have a virus

If you have a virus on your computer and need to start the computer from an uninfected disk to remove the virus, you can use the Norton SystemWorks CD as an Emergency Disk to start the computer and remove the virus. For more information, see "To start from the Norton SystemWorks CD and scan for viruses" on page 12.

Respond to virus threats

If you have aready installed Norton SystemWorks and Norton AntiVirus finds a virus on your computer, there are three possible resolutions to the problem:

- Repair the file. This action removes the virus from the file.
- Quarantine the file. This action makes the file inaccessible by any programs other than Norton AntiVirus. You cannot accidentally open the file and spread the virus, but you can still evaluate it for possible submission to Symantec. For more information, see "If you have files in Quarantine" on page 116.
- Delete the file. This action removes the virus from your computer by deleting the file that contains the virus. It should be used only if the file cannot be repaired or quarantined.

For more information, see "What to do if a virus is found" on page 111.

If your computer won't start

If you are unable to start your computer because of a virus or damage to your hard disk, you can use Norton SystemWorks tools to start your computer and repair your hard disk.

If you suspect that you have a virus

If you suspect that your computer has a virus, you can restart from the Norton SystemWorks CD and scan your computer's hard disk for viruses. The DOS-based Norton AntiVirus uses the virus definitions from the Norton SystemWorks CD, and will not be as up-to-date as virus definitions downloaded using LiveUpdate.

Note: You might need to change your computer's BIOS Setup options to start from the CD-ROM drive. For more information, see "I cannot start from drive A" on page 217.

To start from the Norton SystemWorks CD and scan for viruses

1. Insert the Norton SystemWorks CD into the CD-ROM drive.
2. Restart your computer.

The Emergency program scans your computer and removes viruses.

If you are having startup or disk problems

If you are having startup or disk problems, you can restart your computer from your Windows Startup Disk or a set of Emergency Disks and repair your hard disk using Norton Utilities tools.

If you have your Windows Startup Disk

If you have the Windows Startup Disk that came with your computer, you can restart from it and run the DOS-based Norton Disk Doctor, UnErase, UnFormat, and Disk Editor from the Norton SystemWorks CD.

Note: To learn how to create a Windows Startup Disk, consult the instruction manual that came with your computer.

To start from your Startup Disk and run DOS-based Norton Utilities from the CD

1. Insert the Windows Startup Disk into your floppy disk drive.
2. Insert the Norton SystemWorks CD into the CD-ROM drive.
3. Restart your computer.

   When your computer restarts, the drive letters might have changed from their normal designations.
4. At the DOS/Command Prompt, navigate to the CD and launch the Norton Utilities tool that you want to use.

   For more information, see "Troubleshooting disk errors on Windows 98 and Windows Me" on page 224.

If you have access to another computer

If you have access to another computer, you can use the Norton SystemWorks CD to create a set of Emergency Disks. These disks can be used to restart your computer and repair damage to your hard disk. For more information, see "Create Emergency Disks" on page 57.

To restart and run DOS-based Norton Utilities from Emergency Disks

1. Insert Emergency Disk 1 into your floppy disk drive.
2. Restart your computer.

   When your computer restarts, the drive letters might have changed from their normal designations.
3. At the DOS/Command Prompt, navigate to the CD and launch the Norton Utilities tool that you want to use.

   For more information, see "Troubleshooting disk errors on Windows 98 and Windows Me" on page 224.

If a file is deleted or missing

If a file that you wanted to keep has disappeared or been deleted and you don't have a backup copy, use UnErase Wizard to search for and recover it. For more information, see "Recovering missing or erased files" on page 135.

To avoid overwriting missing files, do not install Norton SystemWorks if you haven't already. If you are able to run Windows, you can run UnErase Wizard from the Norton SystemWorks CD. For more information, see "Launch utilities from the CD" on page 46.

If you can't start Windows, create an Emergency Disk and use the DOS version of UnErase. For more information, see "Create and use Emergency Disks and Rescue Disks" on page 57.

If you have installed GoBack 3 Personal Edition, you can use it to revert your hard disk to a state when the file was available. For more information, see "Revert your hard disk with GoBack 3 Personal Edition" on page 79.

If you need to recover data from unrecoverable files

Disk Editor (Diskedit.exe) is a full-featured, sector-editing tool capable of accessing virtually any area of a hard or floppy disk. You can edit files and directories, the partition table, the boot record, and the file allocation tables (FATs) on most hard disks. You can treat any group of clusters or sectors as an object to view and edit.

Warning: Disk Editor requires that you are familiar with the inner workings of disks. You must understand what you are doing before you edit any area of a disk. Otherwise, you could make the data on the disk inaccessible.

The Norton Utilities User's Guide PDF on the Norton SystemWorks CD contains instructions for using Disk Editor. For more information, see "Access the User's Guide PDFs" on page 75.

If you need to remove unwanted files

Norton CleanSweep improves your computer's performance by removing files and programs that you no longer need, while protecting the files that you do need. For more information, see "Removing unwanted files and programs" on page 165.

Recovering from an emergency

Once you've repaired the damage to your computer, you can use Norton SystemWorks to recover data and fix any remaining problems.

Install Norton SystemWorks and update your protection

Once your computer is running smoothly again, you can install Norton SystemWorks Professional Edition. For more information, see "Installing Norton SystemWorks Professional Edition" on page 29.

After installing, run LiveUpdate to ensure that you have the most updated virus definitions and program files. For more information, see "Keep current with LiveUpdate" on page 53.

Perform a One Button Checkup

One Button Checkup tests for the most common problems on your computer. For more information, see "Give your computer a One Button Checkup" on page 47.

Optimize your hard disks

Fragmented files can slow your computer and cause problems. Speed Disk defragments and optimizes your hard disks. For more information, see "Optimize disks" on page 145.

Set a virus protection schedule

Norton AntiVirus can scan your computer regularly to ensure that it is protected. For more information, see "Schedule automatic virus scans" on page 108.

Set Norton System Doctor sensors

Norton System Doctor sensors let you monitor different aspects of your computer's activity so that you can make adjustments to the number of programs that are running and to the available space and fragmentation level of your hard disk. For more information, see "Monitor your computer's health" on page 127.

Maintain a disk history with GoBack 3 Personal Edition

GoBack 3 Personal Edition is an additional program included with Norton SystemWorks. It tracks every change that you make on your computer and lets you revert your hard disk if a problem occurs after you install software or experience a virus attack. For more information, see "Revert your hard disk with GoBack 3 Personal Edition" on page 79.

Create an image of your hard disk with Norton Ghost

Once you've repaired the damage to your disk with Norton Disk Doctor and Norton AntiVirus, consider cloning an image with Norton Ghost to use as a backup. You can copy disk images to removable media, and then restore entire images or individual files and directories. Norton Ghost lets you return your disk to its original state if something goes wrong. You can

also use the standalone Ghost Explorer utility to restore individual files or entire directories from a disk image.

If you were not able to repair the damage to your disk, creating a cloned image could let you salvage data. You can then use Ghost Explorer and Norton UnErase to restore files to a new disk.

For more information, see "Copying disk images with Norton Ghost" on page 193.

Prepare for emergencies

It is important that you are prepared in case your computer is infected by a virus or damaged due to a system crash.

To prepare for emergencies

- Do the following:
  - Back up files regularly and keep more than just the most recent backup.
  - If your computer cannot start from a CD, create a set of Emergency Disks from which you can start your computer and scan for viruses. For more information, see "Create Emergency Disks" on page 57.
  - If you are using Windows 98 or Me, you can also create a set of Rescue Disks with which you can start your computer in DOS mode and use Norton AntiVirus to fix virus-related problems and Norton Utilities tools to recover from a lost file or system crash. For more information, see "About Rescue Disks" on page 58.

CHAPTER 2

About Norton SystemWorks Professional Edition

Welcome to Norton SystemWorks Professional Edition, the market-leading utility suite that protects your data from viruses and other malicious code, finds and fixes hardware, software, and Windows problems, removes unneeded files, turns your computer into a fax machine, helps you back up your data, and keeps your applications up-to-date.

What's new in Norton SystemWorks 2002

Norton SystemWorks 2002 now includes:

- GoBack 3 Personal Edition: System recovery software that lets you revert your hard disk to a time when your computer was stable
- Process Viewer: Displays detailed information about Windows processes running on your computer
- Support for Windows XP

Norton Utilities 2002 contains the following new features:

- Wipe Info is now available for Windows NT, Windows 2000, and Windows XP.

  Users running Windows 98 or Windows Me can also use Wipe Info to remove all traces of selected files or folders from a hard disk.

Norton AntiVirus 2002 contains the following new features:

- Norton AntiVirus tools in Windows Explorer: For users with Internet Explorer 5.0 or higher and for Windows NT users with the Windows Desktop Update, Norton AntiVirus 2002 adds a button and menu to the Windows Explorer toolbar.
- Expanded email protection: Norton AntiVirus now supports email programs that use POP3 and SMTP communications protocols.
- Automated virus repair: Norton AntiVirus can scan and repair your files in the background, requiring no intervention from you. You receive a report containing the results of the scan.

Norton Ghost 2002 contains the following new features:

- CD-R/RW support
- GoBack 3 Personal Edition support
- Win32 version of Gdisk
- Security switches
- Improved speed
- The ability to use MS-DOS instead of the PC-DOS supplied by the program

Norton SystemWorks features

Norton SystemWorks is a comprehensive solution to problems affecting your computer's performance.

About One Button Checkup

Use One Button Checkup to do quick regular scans of your computer's state. One Button Checkup finds disk and Windows problems, improves performance, checks virus protection, measures available free disk space, and more. When you install Norton SystemWorks, a regular One Button Checkup is scheduled to run weekly. For more information, see "Give your computer a One Button Checkup" on page 47.

About Norton Utilities

Unexpected problems can negatively affect the best protected computer. The logical structures of your hard disk might become corrupted. You might accidentally delete an important file, or an entire folder of important files. A system crash might erase startup and configuration settings, making your computer unusable. Norton Utilities gives you the best chance of recovering from these problems.

Norton Utilities is a collection of programs that find and fix common disk problems, ensure complete system recovery from crashes, and repair Windows problems. Norton Utilities programs include:

Program and operating system	Description
Norton System Doctor Windows 98, Me, NT, 2000, and XP	Monitors and analyzes various parts of your computer, including disk and CPU usage, disk integrity, system integrity, network throughput, Internet site access time, and more. For more information, see "Monitor your computer's health" on page 127.
Norton Disk Doctor Windows 98, Me, NT, 2000, and XP	Performs a series of surface analysis tests to ensure the integrity of your disks and repairs problems. It works alone or with Norton System Doctor, continuously monitoring for disk problems and alerting you when they occur. For more information, see "When to use Norton Disk Doctor" on page 131.
Norton WinDoctor Windows 98, Me, NT, 2000, and XP	Performs a series of tests to diagnose and fix most Windows problems. It works alone or with Norton System Doctor, continuously checks for Windows problems, and alerts you when they occur. For more information, see "Find and fix Windows problems" on page 133.
UnErase Wizard Windows 98, Me, NT, 2000, and XP	Locates and recovers files that are protected by Norton Protection or the Windows Recycle Bin. For more information, see "About UnErase Wizard" on page 136.

Program and operating system	Description
Norton Protection Windows 98, Me, NT, 2000, and XP	Adds extra data recovery protection to the Recycle Bin. When used in conjunction with UnErase Wizard, it provides the most complete recovery system for all deleted or overwritten files. For more information, see "About Norton Protection" on page 135.
Speed Disk Windows 98, Me, NT, 2000, and XP	Improves system performance by reorganizing the contents of your disk so that your files are stored in adjacent clusters, improving chances of recovering erased files. It works with Windows 98 Application Launch Accelerator to make your programs load faster. For more information, see "Optimize disks" on page 145.
Norton Optimization Wizard Windows 98 and Me	Optimizes the internal structure of the Registry, reducing its size on your hard disk and speeding access time to the vital information it contains. It also sets your swap file's minimum size to the optimum setting for your system and works with Speed Disk to move the swap file to the front of your hard disk for maximum efficiency. For more information, see "Optimize registry and swap files" on page 155.
System Information Windows 98, Me, NT, 2000, and XP	Reports on common device information as well as hard-to-find details about your computer, including memory, logical and physical characteristics of your disks (including partitions), network connections, and your Internet connection. For more information, see "Access information about your computer" on page 126.

Program and operating system	Description
Wipe Info Windows 98, Me, NT, 2000, and XP	Permanently removes unwanted files so that they never can be recovered by a file recovery program. It can also wipe the free space on your hard disk, ensuring that previously deleted information is not left on your hard disk. For more information, see "Eliminating data permanently" on page 157.
Image Windows 98 and Me	Creates a snapshot of critical disk information: The boot record, file allocation tables (FAT), and root directory data. The UnErase Wizard, UnFormat, and Norton System Doctor use this information.
DOS-based repair and recovery Windows 98 and Me	The Windows 98 and Me operating systems are actually applications that run on top of the DOS (or MS-DOS) operating system. On these operating systems, some computer errors may require repair and recovery using the DOS-based Norton Utilities.
Registry management Windows 98 and Me	Norton Registry Tracker lets you monitor changes to your computer's critical setup data and startup files, including Windows Registry keys and .Ini files. Norton Registry Editor lets you edit the Windows Registry. Its Undo feature makes it safer to use than other Registry editing tools.

About Norton AntiVirus

Norton AntiVirus provides comprehensive virus prevention, detection, and elimination software for your computer. It finds and repairs infected files to keep your data safe and secure. Easy updating of the virus definition service over the Internet keeps Norton AntiVirus prepared for the latest threats.

Note: The Norton AntiVirus User's Guide PDF, Nav2002.pdf, includes extensive information about viruses and how they spread. For more information, see "Access the User's Guide PDFs" on page 75.

Norton AntiVirus features

Norton AntiVirus consists of a memory-resident program, Auto-Protect, and a scanning feature that you can schedule or run manually.

Feature	Description
Virus definition service	Automatically updates your virus definitions. For more information, see "Keep current with LiveUpdate" on page 53.
Bloodhound technology	Detects new and unknown viruses by analyzing an executable file's structure, behavior, and other attributes such as programming logic, computer instructions, and any data contained in the file. For more information, see "What to do if a virus is found" on page 111.

Feature	Description
Script Blocking	Detects Visual Basic- and JavaScript-based viruses without the need for specific virus definitions. It monitors the scripts for virus-like behavior and alerts you if it is found. For more information, see "What to do if a virus is found" on page 111.
Auto-Protect	Loads into memory when Windows starts, providing constant protection while you work. Checks for viruses every time you use software programs on your computer, insert floppy disks or other removable media, access the Internet, or use document files that you receive or create. Monitors your computer for any unusual symptoms that may indicate an active virus. For more information, see "If a virus is found by Auto-Protect" on page 113.

About Norton CleanSweep

Norton CleanSweep removes unneeded Internet files, gives your computer a one-click clean up, and safely removes programs and files. Norton CleanSweep improves your computer's performance by finding and removing files you no longer need. It protects vital files, programs, and Windows settings while eliminating space-filling buildup.

Norton CleanSweep consists of several tools that you can use individually or in combination.

Feature	Description
Fast & Safe Cleanup	Frees hard disk space by finding and deleting files that are safe to remove, such as temporary files, Internet browser cache files, and the files in the Windows Recycle Bin. For more information, see "Removing unwanted files and programs" on page 165.
Smart Sweep/Internet Sweep	Smart Sweep removes unwanted files and programs. For more information, see "Removing unwanted files and programs" on page 165. Internet Sweep removes unwanted cache files, cookies, plug-ins, and ActiveX controls installed from the Internet. For more information, see "Removing Internet clutter" on page 171.
Backup and Restore Wizards	Compresses and backs up infrequently used programs. The restore feature ensures that all of the program's related files are restored when you want to use the program again. For more information, see "Backing up and restoring programs" on page 177.

About GoBack 3 Personal Edition

GoBack 3 Personal Edition is system recovery software that integrates into your computer's operating system and records all changes to your hard disk. Any time your system experiences a problem due to a bad installation or system crash, use GoBack 3 Personal Edition to revert your hard disk to a stable state.

GoBack 3 Personal Edition is installed separately from the rest of Norton SystemWorks. For more information, see "Revert your hard disk with GoBack 3 Personal Edition" on page 79.

About Symantec Web

Symantec Web provides additional ways to protect your computer using Web-based tools. For more information, see "Norton SystemWorks Extra Features" on page 91.

About Process Viewer

Process Viewer is a utility that displays detailed information about the processes running on your computer under Windows. Process Viewer is installed separately from the rest of Norton SystemWorks. For more information, see "Process Viewer" on page 93.

About WinFax Basic

WinFax Basic turns your computer into a fax machine. You can fax documents from your computer to any other fax machine. WinFax Basic provides features to manage your sent and received faxes. For more information, see "Sending and receiving faxes with WinFax Basic Edition" on page 183.

About Norton Ghost

Norton Ghost 2002 lets you clone and image your hard disk. Use Ghost to migrate data files, applications, and system settings when replacing an old computer with a new one; clone an entire hard disk when upgrading your hardware; create compressed hard disk backups; and restore disk images during disaster recovery. For more information, see "Copying disk images with Norton Ghost" on page 193.

CHAPTER 3

Installing Norton SystemWorks Professional Edition

Before installing Norton SystemWorks, take a moment to review the system requirements listed in this chapter. Windows 98 and Windows Me users should have some blank 1.44 MB disks available to make Rescue Disks.

Warning: If you have an emergency, do not install Norton SystemWorks and do not start Windows. Any new files copied to your hard drive might overwrite existing data. Starting Windows also writes to your hard drive. The Windows swap file could overwrite data that you wish to recover. For more information, see "Emergency procedures" on page 11.

System requirements

To use Norton SystemWorks Professional Edition, your computer must have one of the following Windows operating systems:

- Windows 98, 98SE
- Windows Me
- Windows NT 4.0 Workstation with service pack 6 or higher
- Windows 2000 Professional
- Windows XP Professional or Windows XP Home Edition

Your computer must also meet the following minimum requirements.

Windows 98/Me

- Intel Pentium processor at 100 MHz or higher for Windows 98; 150 MHz or higher for Windows Me
- Intel Pentium processor at 166 MHz or higher (WinFax)
- 32 MB of RAM
- 160 MB of available hard disk space (Typical)
- 175 MB of available hard disk space (Complete)
- CD-ROM or DVD-ROM drive
- Microsoft Internet Explorer 5.0 or greater

Windows NT 4.0 Workstation

- Intel Pentium processor at 100 MHz or higher
- Intel Pentium processor at 166 MHz or higher (WinFax)
- Windows NT 4.0 Workstation with service pack 6 or greater
- 32 MB of RAM
- 190 MB of available hard disk space
- CD-ROM or DVD-ROM drive
- Microsoft Internet Explorer 5.0 or greater

Windows 2000 Professional

- Intel Pentium processor at 133 MHz or higher
- Intel Pentium processor at 166 MHz or higher (WinFax)
- 64 MB of RAM
- 190 MB of available hard disk space
- CD-ROM or DVD-ROM drive
- Microsoft Internet Explorer 5.0 or greater

Windows XP Home Edition/Professional

- Intel Pentium processor at 233 MHz or higher
- 128 MB of RAM
- 165 MB of available hard disk space
- CD-ROM or DVD-ROM drive
- Microsoft Internet Explorer 5.0 or greater

Windows 95x and the server editions of Windows NT, Windows 2000, and Windows XP are not supported.

Before installation

Before installation, Norton SystemWorks automatically scans the computer's memory for viruses. If a virus is found, you can respond to the alert. For more information, see "What to do if a virus is found" on page 111.

Without installing, you can run programs from the CD. For more information, see "Launch utilities from the CD" on page 46.

Before you install Norton SystemWorks, prepare your computer. If your computer cannot start from a CD, create Emergency Disks. For more information, see "Create Emergency Disks" on page 57.

Prepare your computer

If you have a previous version of Norton SystemWorks, Norton AntiVirus, Norton Utilities, Norton CleanSweep, Norton Ghost, WinFax, GoBack 3 Personal Edition, or Process Viewer installed, you must uninstall it before you can install Norton SystemWorks.

You must also uninstall any other anti-virus programs on your computer. For more information, see the user documentation that came with the program.

If you share your computer with others

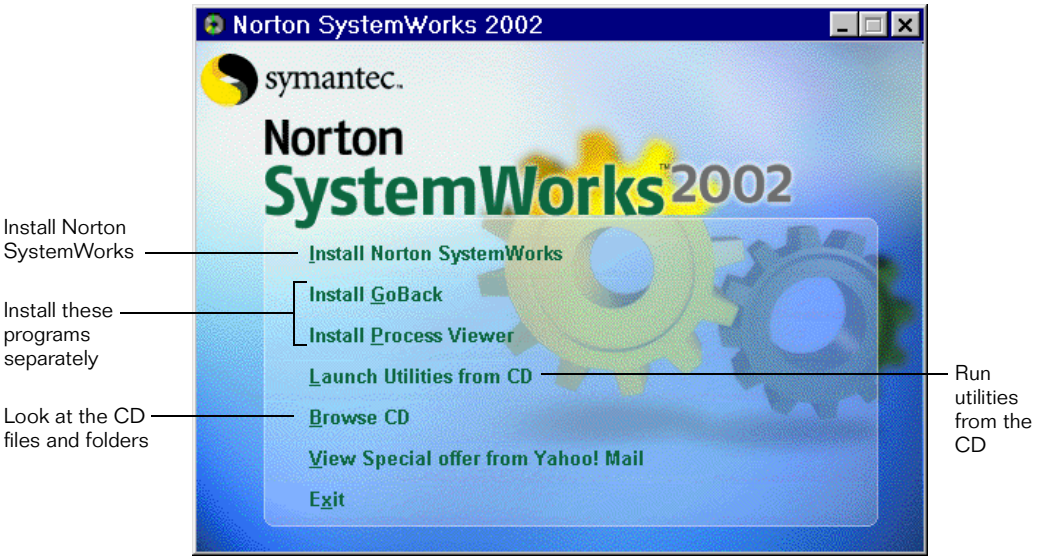
In Windows NT, 2000, or XP, you must be logged on as an administrator to install Norton SystemWorks and to run some features. If you are an Administrator and share your computer with others, remember that the changes you make apply to everyone using the computer.

Installation

Install Norton SystemWorks from the Norton SystemWorks CD.

To install Norton SystemWorks

1 Insert the Norton SystemWorks CD into the CD-ROM drive.



2 In the Norton SystemWorks 2002 window, click **Install Norton SystemWorks**.

If you are installing Norton SystemWorks to repair a suspected virus, you should not install.

3 Click **OK** to accept the message.

4 Click **Next**.

5 In the License Agreement window, click **I accept the license agreement**, then click **Next**.

If you decline, you cannot continue with the installation.

6 Click **Next**.

7 Confirm the installation location, then click **Next**.

8 Select an installation type:

- Typical: The most common programs are installed. This is the best choice for most users.
- Complete: All programs are installed. This is the best choice for users who want to take advantage of all the product features.
- Express: The most common programs are installed with the default settings and fewer prompts.

9 Select the Norton SystemWorks features that you want to install, then click **Next**.

For more information, see "Selecting features to install" on page 33.

10 Click **Next**.

11 Verify that the name and the company name are correct, then click **Next**.

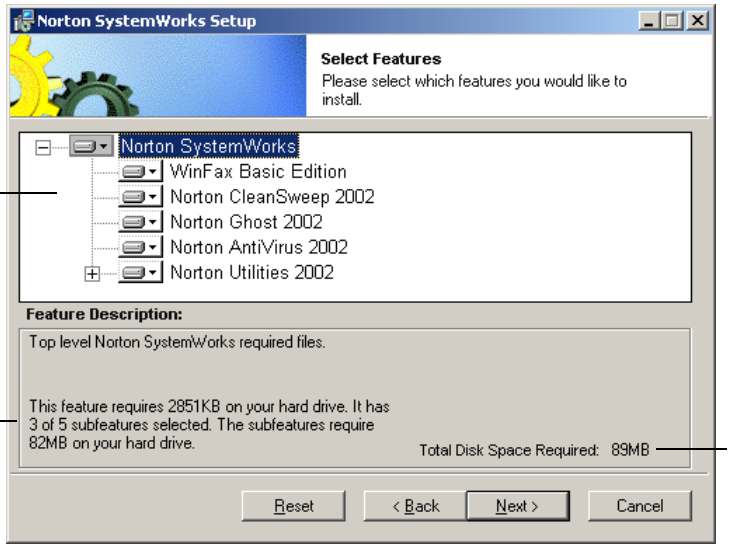
Continue with the type of installation you choose.

Selecting features to install

You can select which Norton SystemWorks features that you want to install. You can also check how much space is required on your hard disk by the programs that you are installing. Features marked with an X are not installed.

To select the features to install

1 On the Select Features window, select an item.


Norton SystemWorks Setup
Select Features
Please select which features you would like to install.
Norton SystemWorks
WinFax Basic Edition
Norton CleanSweep 2002
Norton Ghost 2002
Norton AntiVirus 2002
Norton Utilities 2002
Feature Description:
Top level Norton SystemWorks required files.
This feature requires 2851KB on your hard drive. It has 3 of 5 subfeatures selected. The subfeatures require 82MB on your hard drive.
Total Disk Space Required: 89MB
Reset
< Back
Next >
Cancel
Remove features from the installation
Check estimated disk space for the selected features
Check required disk space

2 On the items list, select one of the following:

- Will be installed on local hard drive
- Entire feature will be installed on local hard drive
- Entire feature will be unavailable

As you select an item, the feature's description and an estimate of the required hard disk space appears.

3 Continue selecting items to include or exclude from installation.

4 Click **Next** to continue the installation.

For more information, see "To install Norton SystemWorks" on page 32.

If the opening screen does not appear

Sometimes, a computer's CD-ROM drive does not automatically start a CD.

To start the installation from the Norton SystemWorks CD

1. On your desktop, double-click **My Computer**.
2. In the My Computer dialog box, double-click the icon for your CD-ROM drive.
3. From the list of files, double-click **NCDSTART.EXE**.

After installation

Your computer must be restarted after installing Norton SystemWorks. After it restarts, the Information Wizard steps you through registration, gives you access to the Readme file, summarizes the installation settings, and completes the installation setup.

Note: If you bought your computer with Norton SystemWorks already installed, the Information Wizard appears the first time you start Norton SystemWorks. You must accept the license agreement that appears in the Information Wizard for Norton SystemWorks to be activated.

After installation, you may receive a prompt telling you that your computer needs to be restarted for the updates to take effect.

To restart your computer

- In the dialog box, click **Yes**.

  If you click No, configuration of Norton SystemWorks is not complete until you restart your computer.

Use the Information Wizard

The Information Wizard lets you register your copy of Norton SystemWorks, get information about the virus protection subscription service, and review your Norton SystemWorks settings.

Note: If you choose not to register the software using the Information Wizard or if registration fails for some reason, you can register on the Symantec Web site at www.symantec.com or by using the Registration button in the About Norton SystemWorks window, accessed from Help. On the Web site, go to the Products page for the registration link. In the About Norton SystemWorks window, go to the General tab.

To use the Information Wizard

1. In the welcome window, click **Next**.

   If you purchased your computer with Norton SystemWorks already installed, you must accept the license agreement in order to use Norton SystemWorks.
2. Click **I accept the license agreement**, then click **Next**.
3. In the first Registration window, select the country from which you are registering and the country in which you live (if different), then click **Next**.
4. If you would like information from Symantec about Norton SystemWorks, select the method by which you want to receive that information, and click **Next**.
5. Type your name and whether you want Norton SystemWorks registered to you or your company, then click **Next**.
6. Type your address, then click **Next**.
7. Do one of the following:
   - Answer the survey questions to help Symantec improve its products and services, then click **Next.**
   - Skip the survey by clicking **Next**.

8 Select whether you want to register Norton SystemWorks through the Internet or by mail.

- If you want to register by mail, your computer must be connected to a printer that the Information Wizard can use to print the registration form.
- If you want to register using the Internet, you must be connected to the Internet.

9 Click **Next**.

If you submitted your registration through the Internet, the Information Wizard displays the serial number for your product.

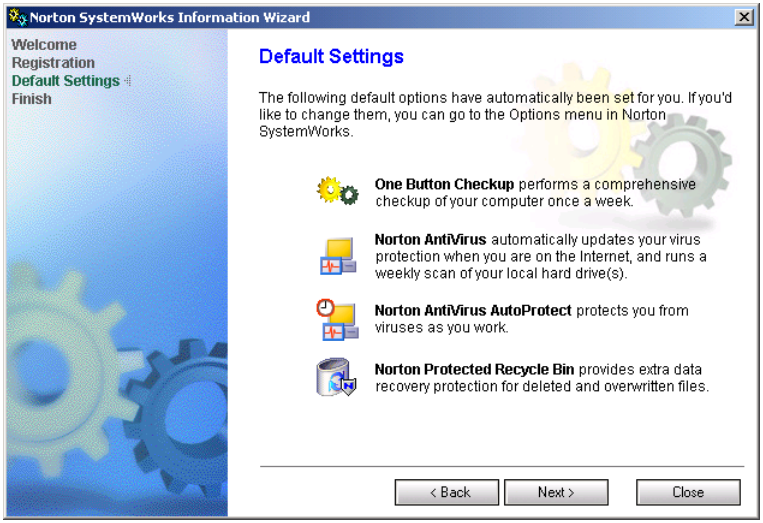
10 Write down the serial number or click **Print** to get a copy of your registration information for future reference.

11 Click **Next**.

12 Select whether you want to use your existing profile the next time you register a Symantec product, or type the information as part of registration.

13 Click **Finish**.

14 If you have chosen to install Norton AntiVirus, you are asked to review the subscription service information, then click **Next**.


Norton SystemWorks Information Wizard
Welcome
Registration
Default Settings
Finish
Default Settings
The following default options have automatically been set for you. If you'd like to change them, you can go to the Options menu in Norton SystemWorks.
One Button Checkup performs a comprehensive checkup of your computer once a week.
Norton AntiVirus automatically updates your virus protection when you are on the Internet, and runs a weekly scan of your local hard drive(s).
Norton AntiVirus AutoProtect protects you from viruses as you work.
Norton Protected Recycle Bin provides extra data recovery protection for deleted and overwritten files.
< Back
Next >
Close

15 Review the default post-install tasks Norton SystemWorks will perform automatically. The tasks are:

- One Button Checkup performs a comprehensive checkup of your computer once a week.
- Norton AntiVirus automatically updates your virus protection when you are on the Internet and runs a weekly scan of your local hard drives.
- Norton AntiVirus Auto-Protect protects you from viruses while you work.
- Norton Protected Recycle Bin provides extra recovery information for deleted and overwritten files.

16 Click **Next**.

17 If you want to review the Readme file, click **View Readme**.

You can also read the Readme file after installing.

18 Click **Finish**.

Read the Readme file

If you did not read the Readme file using the Information Wizard, you can access it on your hard disk. The Readme file contains technical tips and information about product changes that occurred after this guide went to press. It is installed on your hard disk in the same location as the Norton SystemWorks product files.

To read the Readme file

1 Using Windows Explorer, navigate to the location where your Norton SystemWorks files are installed.

If you installed Norton SystemWorks in the default location, the files are in C:\Program Files\Norton SystemWorks.

2 Double-click **Readme.txt** to open the file in Notepad or WordPad.

The Readme file includes instructions for printing it if you want to do so.

3 Close the word processing program when you are done reading the file.

Install other products on the CD

The Norton SystemWorks CD includes separate installers for GoBack 3 Personal Edition and Process Viewer. After installing SystemWorks, open the CD and run the individual installers. For more information, see "Installation" on page 81 and "Install Process Viewer" on page 93.

If you need to uninstall Norton SystemWorks

If you need to remove Norton SystemWorks from your computer, use the Uninstall Norton SystemWorks option on the Windows Start menu.

Note: During uninstall, Windows may indicate that it is installing software. This is a standard Microsoft installation message and can be disregarded.

Before installing Norton SystemWorks, you must uninstall any older copies of its component programs.

To uninstall previous versions of Norton SystemWorks components

1. On the Windows taskbar, click **Start > Settings** > **Control Panel > Add/Remove Programs**.
2. Select the applications to remove.
3. Click **Add/Remove**.
4. Click **Yes** to confirm the deletion.
5. When the uninstall is complete, click **OK**.

Follow the procedure below to remove some or all of the Norton SystemWorks components.

To uninstall Norton SystemWorks

1. Do one of the following:
   - On the Windows taskbar, click **Start > Programs > Norton SystemWorks > Uninstall Norton SystemWorks**.
   - On the Windows XP taskbar, click **Start > All Programs > Norton SystemWorks > Uninstall Norton SystemWorks**.
2. Do one of the following:
   - To remove components of Norton SystemWorks, click **Modify**.
   - To completely remove Norton SystemWorks, click **Remove**.
3. Click **Next**.
4. If you choose to uninstall WinFax, you are asked whether or not you want to remove shared files. Do one of the following:
   - To remove all shared files, click **Yes to all**.
   - To remove the current file and be prompted to remove the next shared file, click **Yes**.
   - To keep shared files on your computer, click **No to all**.
5. Click **Finish**.
6. Click **Yes** to restart your computer.

If you have no other Symantec products on your computer, you should also uninstall LiveReg and LiveUpdate.

To uninstall LiveReg and LiveUpdate

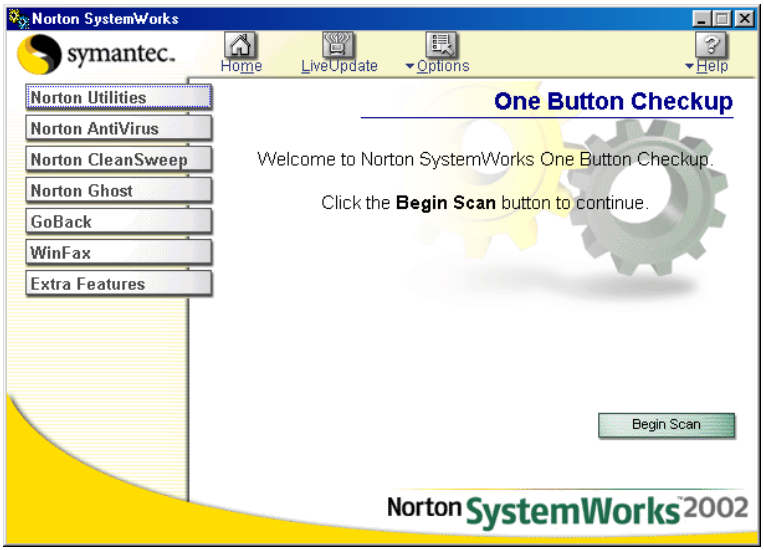
1. Do one of the following:
   - On the Windows taskbar, click **Start > Settings > Control Panel**.
   - On the Windows XP taskbar, click **Start > Control Panel**.
2. In the Control Panel, double-click **Add/Remove Programs**.
3. In the list of currently installed programs, click **LiveReg**.
4. Do one of the following:
   - In Windows 2000 or Windows Me, click **Change/Remove**.
   - In Windows 98 or Windows NT, click **Add/Remove**.
   - In Windows XP, click **Remove**.
5. Click **Yes** to confirm that you want to uninstall the product.

Repeat steps 1 through 5, selecting LiveUpdate in step 3, to uninstall LiveUpdate.

C H A P T E R 4

Norton SystemWorks basics

Norton SystemWorks basics include general information about how to work with Norton SystemWorks, keep your computer protected, customize Norton SystemWorks, and access more information.



Note: If you have both Norton SystemWorks and Norton Internet Security installed on your computer, the main Norton SystemWorks window includes a Norton Internet Security button.

Access Norton SystemWorks

The Norton SystemWorks main window lets you access all its available features. Specific features are available without opening the main window.

Access tools from the Norton SystemWorks main window

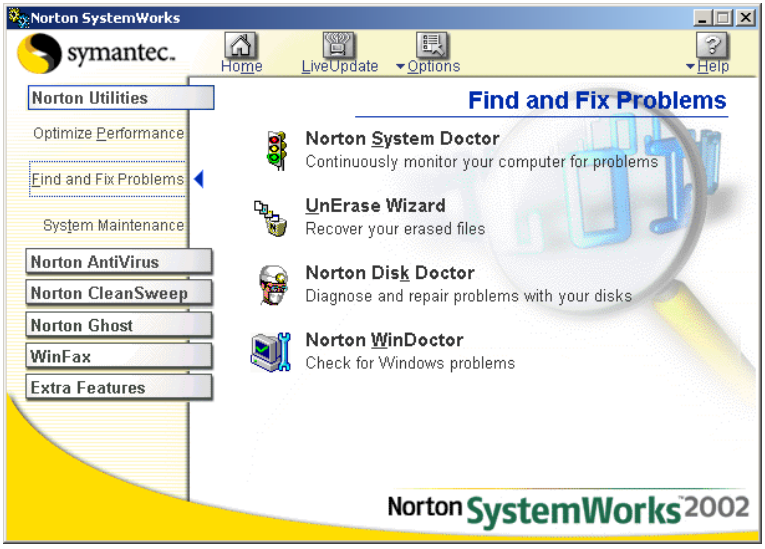
From the Norton SystemWorks main window, you can access all Norton SystemWorks features, and set options for all programs.

To explore the Norton SystemWorks main window

1 Do one of the following:

- On the Windows taskbar, click **Start > Programs > Norton SystemWorks > Norton SystemWorks**.
- On the Windows XP taskbar, click **Start > All Programs > Norton SystemWorks > Norton SystemWorks**.

2 On the left, click an option to see a description of what it provides on the right.



3 At the top, click one of the buttons for features that apply to more than one area of the program.

Use Norton Tray Manager

Norton Tray Manager displays a single Windows tray icon in the system notification area at the end of the Windows 9x/NT/2000/Me taskbar. When you move your mouse over this icon, other Norton SystemWorks tool icons appear.

Use Norton Tray Manager as a shortcut to open tools such as Norton AntiVirus, enable or disable memory-resident programs such as Auto-Protect or SmartSweep, and configure programs. For more information, see "Customize Norton SystemWorks" on page 62.

To use the Norton Tray Manager Windows tray icon

1. Move your mouse cursor over the Norton Tray Manager Windows tray icon.
2. Right-click a tool icon.
3. On the tray icon menu, click the option that you want.

Temporarily disable Auto-Protect

If you have not changed the default option settings, Auto-Protect loads when you start your computer to guard against viruses. It checks programs for viruses as they are run and monitors your computer for any activity that might indicate the presence of a virus. When a virus or *virus-like activity* (an event that could be the work of a virus) is detected, Auto-Protect alerts you.

In some cases, Auto-Protect may warn you about a virus-like activity that you know is not the work of a virus. If you will be performing such an activity and want to avoid the warning, you can temporarily disable Auto-Protect.

To disable or enable Auto-Protect

1. Move your mouse cursor over the Norton Tray Manager Windows tray icon.
2. Right-click the Norton AntiVirus Windows tray icon, then select one of the following:
   - Disable Auto-Protect
   - Enable Auto-Protect

Be sure to enable Auto-Protect when you have completed your task to ensure that your computer remains protected.

Temporarily disable Norton System Doctor

If you want to perform tasks on your computer that require that no other applications are running, you can prevent Norton System Doctor from loading when you start Windows using the following procedure:

To disable or enable Norton System Doctor

1. On the SystemWorks main menu, click **Options > Norton Utilities**.
2. Click **Startup Programs**.
3. Check or uncheck **Norton System Doctor**.
4. Click **OK**.

Temporarily disable Norton CleanSweep

Before upgrading your system, you must disable Smart Sweep and Internet Sweep. You can use the Norton CleanSweep Windows tray icons to disable Smart Sweep and Internet Sweep.

To disable Norton CleanSweep

1. Move your mouse cursor over the Norton Tray Manager Windows tray icon.
2. Do one of the following:
   - Right-click the Smart Sweep icon, then click **Close**.
   - Right-click the Internet Sweep icon, then click **Close**.
3. On the warning dialog box, click **OK**.

To enable Norton CleanSweep

1. On the SystemWorks main menu, click **Options > Norton CleanSweep**.
2. Click **Smart Sweep/Internet Sweep**.
3. Click **Turn Smart Sweep/Internet Sweep on**.
4. Click **OK**.

Use the Windows Explorer toolbar

Norton SystemWorks adds a Norton AntiVirus button and menu to Windows Explorer. The button launches a scan of whatever you have selected in the Explorer pane. When you click the arrow to the right of the button, you have the following options on the Norton AntiVirus menu.

Option	Action
View Status	Launches Norton SystemWorks, displaying the Norton AntiVirus Status pane with system status.
View Quarantine	Displays the Quarantine area and the files currently stored there. For more information, see "If you have files in Quarantine" on page 116.
View Activity Log	Displays the Activity Log, showing you various Norton AntiVirus activities such as scans performed and problems found. For more information, see "Check the Norton AntiVirus Activity Log" on page 52.
View Virus Encyclopedia	Connects you to the Symantec Security Updates Web page, from which you can search for information on all types of viruses.
Scan for Viruses	Opens Norton SystemWorks to the AntiVirus Scan for Viruses pane, on which you can specify a scan to run.

When you first open Windows Explorer after installing Norton SystemWorks, you may not see the Norton AntiVirus button and menu.

Use the Windows desktop shortcut menu

You can access some Norton SystemWorks tools from the Windows Explorer shortcut menu. You can scan selected files with Norton AntiVirus, delete files, or wipe unused space with Wipe Info, and view system information. The available activities depend on the item you select.

To use the Windows desktop shortcut menu

1. In Windows Explorer, right-click a disk, folder, or file icon.
2. Click **Scan with Norton AntiVirus**.

   Norton AntiVirus scans your hard disk for viruses.
3. If you are using Windows 98/Me, you can also select the following:
   - System Info: Opens the Norton Utilities System Information window
   - Send To > Wipe Info: Permanently deletes the selected item
   - Send To > Wipe Info-Slack Space only: Wipes the empty space related to the selected item
   - Send To > Wipe Info-Wipe Free space: Wipes the empty space related to the selected item

Launch utilities from the CD

In some situations, running utilities from the CD lets you perform more comprehensive activities on your hard disk. You can run utilities from the CD when you think that you have a virus or you want to repair a damaged file and not increase the damage by running programs from your hard disk. You can launch Norton Disk Doctor, Norton WinDoctor, Wipe Info, and Fast & Safe Cleanup from the CD. In Windows 98, you can also launch UnErase Wizard.

To launch utilities from the CD

1. Insert the Norton SystemWorks CD into the CD-ROM drive.
2. In the CD window, click **Launch Utilities from CD**.
3. Select one of the following:
   - Norton Disk Doctor: For more information, see "Finding and fixing problems" on page 125.
   - Norton WinDoctor: For more information, see "Find and fix Windows problems" on page 133.
   - Wipe Info: For more information, see "Eliminating data permanently" on page 157.
   - UnErase Wizard: For more information, see "Recovering missing or erased files" on page 135.
   - Fast & Safe Cleanup: For more information, see "Removing unwanted files and programs" on page 165.

Work with Norton SystemWorks

The following instructions provide a roadmap for where you need to go on your computer to do various tasks with Norton SystemWorks.

Give your computer a One Button Checkup

Run One Button Checkup whenever you think that you may have a problem and to ensure that your computer stays in top shape.

Note: One Button Checkup checks for the most common errors on your computer. This means that not all of the functions of the Norton SystemWorks tools run during One Button Checkup. If you want a more comprehensive scan of your system, use the individual tools.

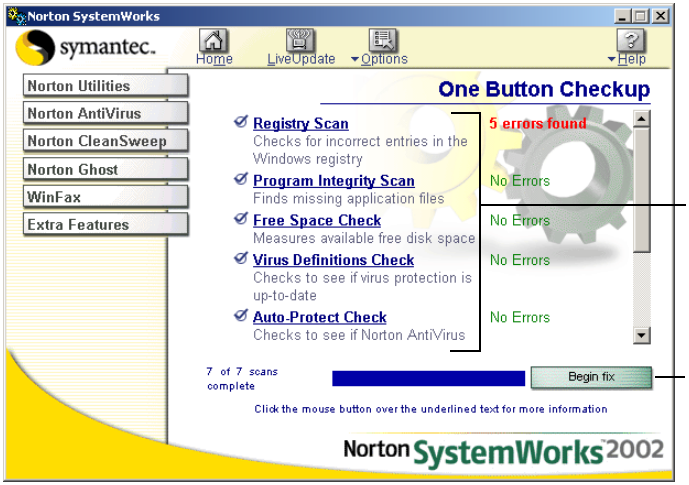
One Button Checkup performs the following tests to provide a quick scan of your computer:

Norton SystemWorks Components	One Button Checkup tools
Norton Utilities	WinDoctor: Registry Scan, Program Integrity Scan, and Shortcut Scan
	Norton Optimization Wizard: Registry Integrity Scan (Windows 98 and Me only)
	Speed Disk: Disk Fragmentation Scan
	Norton Disk Doctor: Hard Disk Integrity Scan
	System Information: Free Space Check
Norton AntiVirus	Virus Definitions Check
	Auto-Protect Check
	Last Virus Scan Check

To perform a One Button Checkup

1. On the Windows taskbar, click **Start > Norton SystemWorks**.
2. In the Norton SystemWorks main window, click **Begin Scan**.

   One Button Checkup scans your computer and displays any problems found.



3 To see more information about an individual scan, click the underlined text.

4 If any errors are found, click **Begin fix** to fix the problems.

One Button Checkup reports as each problem is fixed. If it can't fix a problem, it prompts you to launch another program to fix the problem manually.

5 To launch another program, click the underlined item.

6 If you have repaired any programs with One Button Checkup, click **Rescan** to ensure that all the problems are fixed.

Schedule a One Button Checkup

Norton SystemWorks lets you schedule a One Button Checkup to run at a specified time. The default time is every Friday at 5:30 p.m. If any errors are found, Norton SystemWorks prompts you to fix them.

Note: In Windows NT, Windows 2000, and Windows XP, you must be logged on as an Administrator to schedule a One Button Checkup.

To schedule a One Button Checkup

1 In the Norton SystemWorks main window, click **Options > SystemWorks**.

2 Click **General**.

3 On the General tab, check **Run One Button Checkup at the scheduled time**.

4 Click **Change**.

5 In the Norton SystemWorks One Button Checkup dialog box, select a frequency. Your choices are:

Frequency	Options
Daily	Specify the number of days between checkups.
Weekly	Choose a week interval and a day of the week.
Monthly	Choose which months in which you want to scan and the day of the month.
Once	Specify any day of the year.

Frequency	Options
At system startup	Run One Button Checkup any time you log on to Windows.
At logon	Run One Button Checkup any time you log on to Windows.
When idle	Specify the number of minutes the computer has been idle.

6 To configure several schedules for One Button Checkup, check **Show Multiple Schedules**.

To specify start and end dates for the scheduled scans, you can set more options. For more information, see "Set a One Button Checkup advanced schedule" on page 50.

7 Click **OK** to close the Schedule Options dialog box.

8 Click **OK** to close the SystemWorks Options dialog box.

Set a One Button Checkup advanced schedule

You can specify a start and end date for the One Button Checkup schedule. You can also specify to repeat the schedule on an hourly or daily basis.

To specify advanced schedule options

1 In the Norton SystemWorks main window, click **Options > SystemWorks**.

2 Click **General**.

3 Click **Change**.

4 Click **Advanced**.

5 In the Advanced Schedule Options dialog box, specify a start date.

6 If you want to specify an end date for the scheduled scans, check the **End Date** box and specify an end date.

7 If you want One Button Checkup to run more than once a day, check **Repeat** and choose the frequency and, optionally, an end time for the task.

8 Click **OK** to close the Advanced Schedule Options dialog box.

9 Click **OK** to close the Schedule Options dialog box.

10 Click **OK** to close the SystemWorks Options dialog box.

Check anti-virus status

If Norton AntiVirus is behaving in an unexpected way, or if you're not sure that everything is being scanned for viruses, check the status of its configuration.

If you need to make any changes to the settings, use Options. For more information, see "Set Norton AntiVirus options" on page 65.

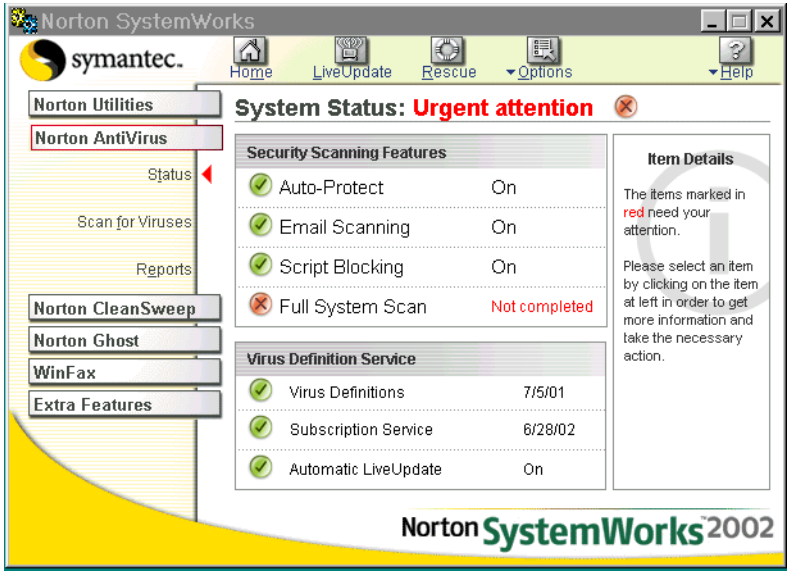
Check system status

You can check the status of most Norton AntiVirus settings in the Norton SystemWorks main window.

To check system status

1 Start Norton SystemWorks.

2 Click **Norton AntiVirus**.



3 In the main window, review the status displayed.

Check Office Plug-in status

Office Plug-in protects Microsoft Office documents. It scans those documents whenever you open them in an Office program. Office Plug-in is enabled in Options.

To check Office Plug-in status

1. Start Norton SystemWorks.
2. Click **Options > Norton AntiVirus**.
3. On the left side of the Options window, under Other, click **Miscellaneous**.
4. Verify that Office Plug-in is enabled.

Check the Norton AntiVirus Activity Log

Norton AntiVirus keeps a record of its scanning and virus detection events in the Activity Log. It is set by default to record all events; you can change this setting in Options. For more information, see "Set Norton AntiVirus options" on page 65.

You should check the Activity Log occasionally to see what tasks Norton AntiVirus has performed and the results of those tasks to make sure your Options settings are adequate.

To check the Norton AntiVirus Activity Log

1. Start Norton SystemWorks.
2. Click **Norton AntiVirus > Reports**.
3. In the Reports window, on the Activity Log line, click **View Report**.
4. Scroll through the Activity Log to see the recorded events, with the most recent events appearing at the end of the log.
5. To see only certain types of events, in the Activity Log window, click **Filter**.
6. When you are done, click **Close**.

Keep current with LiveUpdate

Symantec products depend on current information to protect your computer from newly discovered threats. Symantec makes this information available to you through LiveUpdate. Using your Internet connection, LiveUpdate downloads program updates and protection updates to your computer.

Your normal Internet access fees apply when you use LiveUpdate.

About program updates

Program updates are minor improvements to your installed product. These differ from product upgrades, which are newer versions of entire products. Program updates that have self-installers to replace existing software code are also called patches. Patches are usually created to extend operating system or hardware compatibility, adjust a performance issue, or fix bugs.

LiveUpdate automates the process of downloading and installing program updates. It saves you the trouble of locating and downloading files from an Internet site, then installing them, and deleting the leftover files from your disk.

About protection updates

One of the most common reasons for computer virus infections is that you have not updated your protection files regularly. Symantec provides online access to protection updates by subscription.

The virus definition service provides access to the latest virus signatures and other technology from Symantec. Norton AntiVirus, Norton SystemWorks, Norton Internet Security, and Symantec AntiVirus for Palm OS use the updates available from the virus definition service to detect the newest virus threats.

About your subscription

Your Symantec product includes a complimentary, limited time subscription to protection updates for the subscription services used by your product. When that subscription is due to expire, you are prompted to renew your subscription when you use LiveUpdate to retrieve protection updates. For more information, see "Subscription policy" on page 240.

If you do not renew your subscription, you can still use LiveUpdate to retrieve program updates. However, you cannot retrieve protection updates and will not be protected against newly discovered threats.

Obtain product and protection updates

Use LiveUpdate regularly to obtain updates. For example, to keep your virus protection current, you should use LiveUpdate once a week or whenever new viruses are discovered. Program updates are released on an as-needed basis.

Note: If you connect to the Internet through America Online (AOL), CompuServe, or Prodigy, connect to the Internet first, then run LiveUpdate.

To obtain updates using LiveUpdate

1. Open your Symantec product.
2. At the top of the window, click **LiveUpdate**.

   You might receive a warning that your subscription has expired. Follow the on-screen instructions to complete the subscription renewal.
3. Click **Next** to locate updates.
4. If updates are available, click **Next** to download and install them.
5. When the installation is complete, click **Finish**.

Note: After installing, some program updates may require that you restart your computer.

Run LiveUpdate automatically

You can choose to have LiveUpdate check for protection updates automatically, on a set schedule, by enabling Automatic LiveUpdate. Once it's enabled, you can let it run according to the default schedule, or you can set when you want it to run using the Microsoft Scheduler.

Note: Automatic LiveUpdate periodically checks for an Internet connection: every five minutes until a connection is found, then every four hours. For users with ISDN routers set to automatically connect to your Internet Service Provider (ISP), this setting will result in many connections being made, with connection and phone charges possibly being incurred for each connection. If this is a problem, you can set your ISDN router to not automatically connect to the ISP or disable Automatic LiveUpdate in the Norton AntiVirus options.

To enable Automatic LiveUpdate

1. Start Norton SystemWorks.
2. Click **Options** > **Norton AntiVirus**.
3. In the Norton AntiVirus Options dialog box, under Internet, click **LiveUpdate**.
4. On the LiveUpdate pane, check **Enable Automatic LiveUpdate**.
5. Set how you want updates applied by selecting one of the following:
   - Apply updates without interrupting me: LiveUpdate checks for and installs protection updates without prompting you. LiveUpdate notifies you when a protection update has been downloaded. You should still run LiveUpdate occasionally to check for program updates.
   - Notify me when updates are available: LiveUpdate checks for protection updates and asks if you want to install them.
6. Click **OK**.

Automatic LiveUpdate is set by default to check for updates every four hours. To change that schedule, use the Microsoft Scheduler.

To change the Automatic LiveUpdate schedule

1. Do one of the following:
   - On the Windows taskbar, click **Start > Programs > Accessories > System Tools > Scheduled Tasks**.
   - On the Windows XP taskbar, click **Start > All Programs > Accessories > System Tools > Scheduled Tasks**.
2. In the Scheduled Tasks window, double-click **Symantec NetDetect**.
3. In the scheduler dialog box, on the Schedule tab, change the default schedule as desired.

   Do not change any entries on the Task and Settings tabs.
4. Click **OK**.

You can set multiple schedules for Automatic LiveUpdate.

To set multiple schedules for Automatic LiveUpdate

1. Do one of the following:
   - On the Windows taskbar, click **Start > Programs > Accessories > System Tools > Scheduled Tasks**.
   - On the Windows XP Start menu, click **Start > All Programs > Accessories > System Tools > Scheduled Tasks**.
2. In the Scheduled Tasks window, do one of the following:
   - On Windows 98 and Me, double-click **Symantec NetDetect**.
   - On Windows NT, 2000, and XP, double-click **Norton AntiVirus - Scan my computer**.
3. In the scheduler dialog box, on the Schedule tab, if the Show multiple schedules checkbox is not checked, check it to enable the list of schedules.
4. At the top of the Schedule pane, click **New**.
5. Set another schedule as desired.
6. Click **OK**.

To delete the schedule for Automatic LiveUpdate, disable Automatic LiveUpdate.

To disable automatic LiveUpdate

1. Start Norton SystemWorks.
2. Click **Norton AntiVirus Options**.
3. On the Options dialog box, under Internet, click **LiveUpdate**.
4. On the LiveUpdate pane, uncheck **Enable Automatic LiveUpdate**.
5. Click **OK**.

Create and use Emergency Disks and Rescue Disks

Norton SystemWorks lets you create images on floppy disks that let you restart your computer when your hard disk is damaged or infected with a virus.

- Create Emergency Disks to restart your computer and repair damage. Create Emergency Disks using the Norton SystemWorks CD. For more information, see "Create Emergency Disks" on page 57.
- Create Rescue Disks to restart your computer and restore startup files and partition information in Windows 98 and Windows Me only. Create Rescue Disks from within Norton SystemWorks. For more information, see "About Rescue Disks" on page 58.

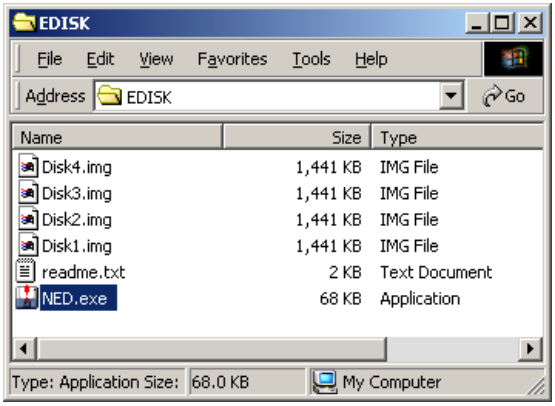
Create Emergency Disks

Emergency Disks are used to start your computer and scan for viruses and disk damage in case of a problem. If your computer can start from a CD, you can use the Norton SystemWorks CD in place of Emergency Disks and do not need to create them. If you cannot start your computer, you can use these instructions to create Emergency Disks on another computer. For more information, see "If you need to use Emergency Disks" on page 120.

Use the Norton SystemWorks CD to create Emergency Disks. You will need several formatted 1.44 MB disks.

To create Emergency Disks

1. Insert the Norton SystemWorks CD into the CD-ROM drive.
2. Click **Browse CD**.
3. Double-click the **Support** folder.
4. Double-click the **Edisk** folder.
5. Double-click **Ned.exe**.



6. In the welcome window, click **OK**.
7. Label the first disk as instructed and insert it into drive A.
8. Click **Yes**.
9. Repeat steps 7 and 8 for the subsequent disks.
10. When the procedure is complete, click **OK**.
11. Remove the final disk from drive A and store the Emergency Disk set in a safe place.

About Rescue Disks

Rescue Disks record a duplicate set of system startup files and disk partition information, and store rescue items and a virus scanner across multiple floppy disks or on a network drive. Rescue Disks can be made for Windows 98 and Windows Me operating systems; they are not needed for Windows NT, Windows 2000, or Windows XP.

A Rescue Disk set consists of one bootable floppy disk, one Norton AntiVirus Program floppy disk, and three Virus Definition floppy disks. If you have Norton Utilities installed, you will also have two Norton Utilities floppy disks in your Rescue Disk set. With a Rescue Disk set, you can start

your computer in DOS mode and use Norton AntiVirus to fix virus-related problems.

Note: Rescue Disks contain information specific to the computer on which they were made. If you are using Rescue Disks for recovery, you must use the disks made for your computer. If you are using Rescue Disks to scan for viruses, you can use disks made for a different computer. For more information, see "If you need to use Rescue Disks" on page 119.

Rescue Disks can and should be updated whenever you update your virus protection, install new software, or make changes to your hardware.

Create a Rescue Disk set

Rescue Disks can be created at any time. You can start the Rescue Disk Wizard from the Norton SystemWorks main window.

If you start the Rescue Disk Wizard from the Norton SystemWorks main window, temporarily disable Auto-Protect while you are creating the Rescue Disk set. If you do not restart your computer after creating Rescue Disks, remember to enable Auto-Protect again. For more information, see "Temporarily disable Auto-Protect" on page 43.

If you are creating a Rescue Disk set on floppy disks, you will need seven formatted 1.44 MB disks.

Note: If you choose to create Rescue Disks on a network drive, a second physical hard disk, or some other large capacity disk drive, your Rescue Disk set is placed in a folder on the selected disk. Make sure you also have a bootable floppy disk in a safe location. This disk should contain the network drivers or other files necessary to start your computer and access the drive on which you placed your Rescue Disk set. Do not create your Rescue Disk set on drive C.

To create Rescue Disks

1. At the top of the Norton SystemWorks main window, click **Rescue**.
2. Select the drive that you want to use to create the Rescue Disk set. To create a floppy disk set, select drive A.
3. Click **Create**.
4. Label the seven disks as specified in the Basic Rescue Disk List window, then click **OK**.
5. Insert the disks as requested.

Test your Rescue Disks

At the end of the Create Rescue Disks process, you are prompted to test your disks. This requires that you restart your computer using the Rescue Disks.

To test your Rescue Disks

1. Close all open Windows programs.
2. Insert the disk labeled Basic Rescue Boot Floppy Disk into drive A, then click **Restart**.

   If the Rescue Disk screen appears on your monitor, the Rescue Disk works properly. If the Rescue Disk screen does not appear, you have several options for correcting the problem. For more information, see "My Rescue Disk does not work" on page 216.
3. Press **Escape** to exit to DOS.
4. Remove the disk from drive A and slide open the plastic tab on the back of the disk to write-protect it.
5. Restart your computer.

Update your Rescue Disks

You can update your Rescue Disks as often as you like. Rescue Disk lets you update your basic Rescue Disks without having to recreate them.

If you are updating a floppy disk set, make sure your disks are not write-protected before you begin.

To update your Rescue Disks

1. At the top of the Norton SystemWorks main window, click **Rescue**.
2. Under Select Destination Drive, select drive A.
3. Click **Update**.
4. Insert the disk labeled Basic Rescue Boot Floppy Disk into drive A.
5. Click **OK**.
6. Insert the remaining disks in your set as requested.

Make sure to test your newly updated Rescue Disk set when prompted. For more information, see "Test your Rescue Disks" on page 60.

If you have a Dynamic Drive Overlay (DDO)

A Dynamic Drive Overlay (DDO) may be required for your computer to work properly. A DDO provides support for large hard drives. Most newer systems do not use a DDO.

It is critical that you determine if you have a DDO before you start any recovery procedures. If you have a DDO, it loads from your hard drive and displays a message when you start your computer.

Warning: Starting your computer from a floppy disk such as a Rescue Disk does not load your DDO. If your DDO is not loaded, all disk recovery steps fail and may result in additional damage to your computer.

If your computer has a DDO, to start from a floppy disk you must first let the DDO load, and then insert the floppy disk you want to use to start your computer. You enable your DDO by pressing a key during startup. Read the documentation that came with your DDO or watch for a message when you start to determine which key to press.

Norton Utilities programs cannot repair a damaged DDO. If your DDO is damaged, contact your computer's manufacturer or the DDO vendor.

If you don't know if your computer has a DDO, contact your hardware manufacturer or Symantec Technical Support before trying any recovery procedures.

Customize Norton SystemWorks

The default settings for Norton SystemWorks provide a safe, automatic, and efficient way of protecting your computer and maintaining its performance. On the Options menu, you can also access Norton AntiVirus, Norton Utilities, and Norton CleanSweep options.

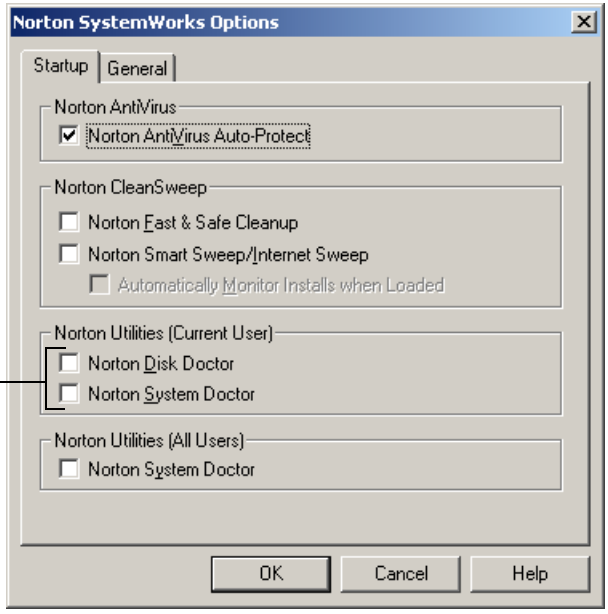
Set Norton SystemWorks options

You change Norton SystemWorks settings through the Options dialog box.

To customize Norton SystemWorks options

1 Start Norton SystemWorks.

2 Click **Options > Norton SystemWorks**.



3 In the Options dialog box, click a tab and set the options that you want.

For more information, see "About Startup Options" on page 63 and "About General Options" on page 63.

About Startup Options

Startup options let you select which SystemWorks programs start when you launch Windows. When you check the checkboxes next to these programs, they load whenever you start Windows:

- Norton AntiVirus Auto-Protect
- Norton Fast & Safe Cleanup
- Norton Smart Sweep/Internet Sweep

  If you select Norton Smart Sweep/Internet Sweep, check Automatically monitor installs when loaded to have Norton CleanSweep automatically monitor program installations.
- Norton Disk Doctor
- Norton System Doctor

About General Options

General options let you choose to display information about programs when they launch and also let you schedule One Button Checkup.

Option	Description
Display program splash screens	Displays the graphic window for each program when that program is started. Uncheck this checkbox to bypass the graphic and open the program's main window.
Display program introduction dialogs	Displays a brief description of the program every time you start the program.
Norton Tray Manager Windows 98, Me, NT, and 2000	Collects the taskbar icons for memory resident Norton SystemWorks programs into one icon.
One Button Checkup Scheduling	When this option is checked, Norton SystemWorks' One Button Checkup runs at the scheduled time. For more information, see "Schedule a One Button Checkup" on page 49.

Set Norton Utilities options

There are many options that you can set in Norton SystemWorks.

To customize Norton Utilities

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Options > Norton Utilities**.
3. Click the **General Settings** tab to control the display of splash screens, introductory information, and use of ScanDisk.
4. Click the **Startup Programs** tab to set the Norton Utilities applications (Norton Disk Doctor and Norton System Doctor) that launch when Windows starts.
5. Click **Recycle Bin** to specify the status of the Recycle bin when you open it. You can set this option to open Norton UnErase Wizard, recently deleted files, all protected files, or the standard Recycle Bin.
6. Click **Norton Protection** to define how to protect deleted files.
7. Click **OK**.

Norton System Doctor startup options

Norton System Doctor continuously monitors your computer to keep it free of problems and running at peak efficiency. It can alert you immediately when conditions require attention, and can fix many problems automatically, without interrupting your work.

To take full advantage of the monitoring capabilities of Norton System Doctor, leave it running at all times. You can also specify whether you want Norton System Doctor to automatically start when Windows starts.

While the default settings are ideal for most users, Norton System Doctor is customizable. For example, you can:

- Specify the conditions Norton System Doctor monitors by adding and removing sensors.
- Select the critical conditions that you want Norton System Doctor to fix automatically.
- Run Norton System Doctor minimized or docked to preserve valuable desktop space.

To set Norton System Doctor startup options

1. In the Norton SystemWorks main window, click **Norton Utilities > Find and Fix Problems > Norton System Doctor**.
2. In the Norton System Doctor main window, click **View > Options**.
3. In the System Doctor Options dialog box, on the Window Settings tab, in the Startup Options group, select or clear the following options:
   - Start Automatically with Windows: Norton System Doctor starts automatically the next time Windows starts.
   - Start Minimized: The Norton System Doctor main window is minimized when it is started.

Set Norton AntiVirus options

The default settings for Norton AntiVirus provide complete virus protection for your computer. However, you can adjust them to optimize system performance or disable options that do not apply.

This section does not discuss the individual options that you can change, but gives a general description of what they do and how you can find them. For specific information about an option, check the online Help.

Note: If you are using Norton AntiVirus on Windows NT, Windows 2000, or Windows XP and you do not have Local Administrator access, you cannot change Norton AntiVirus options. If you are an Administrator and share your computer with others, the changes you make apply to everyone using the computer.

To customize Norton AntiVirus

1. Open Norton SystemWorks.
2. Click **Options > Norton AntiVirus**.

System options

System options determine what gets scanned, what the scan is looking for, and what happens when a virus or virus-like activity is encountered.

With higher levels of protection, there can be a slight trade-off in computer performance. If you notice a difference in your computer's performance since you installed Norton SystemWorks, you may want to set protection to a lower level or disable those options that you do not need.

Option	Description
Auto-Protect	Determine if Auto-Protect starts when you start your computer, what it looks for while monitoring your computer, and what it does if it finds something. Bloodhound is the scanning technology that protects against unknown viruses. Use these options to set its level of sensitivity in Auto-Protect. Advanced options determine the activities to be monitored when scanning for virus-like activities and when scanning floppy disks.
Script Blocking options	Enable Script Blocking and set what Norton AntiVirus should do if it finds a malicious script.
Manual Scan	Determine what gets scanned and what happens if a virus is found during a scan that you request. Manual Scan options also include a Bloodhound subcategory.
Exclusions list	Specify the files that should not be scanned by file extension or by specific files. Be careful not to exclude the types of files that are more likely to be infected by viruses such as files with macros or executable files.

Internet options

Internet options define what happens when your computer is connected to the Internet.

Option	Description
Email options	Enable email scanning and define how Norton AntiVirus should behave while scanning email. Scanning incoming email protects your computer against viruses sent by others. Scanning outgoing email prevents you from inadvertently transmitting viruses to others.
LiveUpdate options	Enable Automatic LiveUpdate and define how updates should be applied. Automatic LiveUpdate checks for updated virus definitions automatically when you are connected to the Internet.

Other options

Other options include Activity Log settings, Inoculation settings, and Miscellaneous settings.

Options	Descriptions
Activity Log	Records all Norton AntiVirus activities. You can choose to limit the activities recorded and the size of the Activity Log.
Inoculation Windows 98, 98SE, and Me only	Takes a snapshot of your critical system files. If Norton AntiVirus detects changes in these system files when comparing them to the original snapshot during a scan, it warns you about the changes.

Options	Descriptions
Miscellaneous	There are four miscellaneous options: Backup file in Quarantine before attempting a repair: For more information, see "If you have files in Quarantine" on page 116. Enable Office Plug-in: The Office Plug-in scans documents whenever you open them in Microsoft Office 2000 or higher. Alert me on startup if my virus protection is out of date: A message prompts you to run LiveUpdate. Scan system files at startup: Check the checkbox to scan files when you start your computer. (This option is available only for Windows 98 and Windows 98SE.)

If you need to restore default Norton AntiVirus settings in Options

You can change any or all of the options listed. If you have made a number of changes that have unwanted results, you can restore all options to the default settings.

To restore default Norton AntiVirus settings on a page

- On the page for which you want to restore default settings, click **Page Defaults**.

To restore default settings for all Norton AntiVirus Options

- On any page in the Options dialog box, click **Default All**.

Set Norton CleanSweep options

The default settings for Norton CleanSweep provide a safe and efficient way of removing unwanted files from your computer. Use the settings to optimize system performance or disable options that do not apply.

- Norton CleanSweep lets you specify how installations and other files are monitored. You can also specify file names and locations for backup and log files.
- Fast & Safe Cleanup settings specify the types of files that you want to remove. You can also schedule automatic cleanup at a set time.

Note: If you are using Norton CleanSweep on Windows NT, Windows 2000, or Windows XP and you do not have Local Administrator access, you cannot change Norton CleanSweep options. If you are an Administrator and share your computer with others, the changes you make apply to everyone using the computer.

To set Norton CleanSweep options

1. Open Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Options > Norton CleanSweep**.

3 Click a tab that contains the options that you want to change.

Option	Description
Safety Sweep tab	Fast Analysis: Safety Sweep scans to find all files related to an installed program. This helps ensure that all of the program's related files are removed when you uninstall it. When Fast Analysis is turned off, the analysis takes longer, but is more thorough. Safety Sweep: Enable and disable Safety Sweep. When Safety Sweep is enabled, only green items can be deleted by Fast & Safe Cleanup, and all items are backed up. Safety Sweep must be disabled before Cookie Cleanup can remove cookies marked yellow.
Smart Sweep/Internet Sweep tab	Turn Smart Sweep/Internet Sweep On or Off: (Windows 98 and Me only) Start or quit monitoring your computer with Smart Sweep and Internet Sweep. Load Smart Sweep/Internet Sweep on Startup: Indicate if Smart Sweep and Internet Sweep should start when you start Windows. Automatically Monitor Installs When Loaded: Indicate if Smart Sweep should always monitor installation activities when you install programs without asking you. Specify Program Names: (Windows 98 and Me only) Indicate the names of installation programs that Smart Sweep should always monitor. View or Delete Smart Sweep/Internet Sweep Logs: View or clear the Smart Sweep/Internet Sweep activity text files.

Option	Description
Backup/Restore tab	Specify a default backup folder: Specify a folder where Norton CleanSweep keeps backups of uninstalled programs. The default is a Backup folder inside the Norton CleanSweep program folder. Specify confirmation in Uninstall Wizard: Indicate if you want Norton CleanSweep to ask you for confirmation before uninstalling a program. Specify action in Restore Wizard: Indicate if, when restoring, you want to overwrite a file if it already exists. Specify backup reminder for older backups: Indicate if you want Norton CleanSweep to ask if you want to keep backups of uninstalled programs after 30 days.
View tab	View Master Log: You can view, clear, save, and print the Master Log. View folder usage: Displays disk space used on available disk drives. Specify report file location: Specify location for the log of Norton CleanSweep activities.

Use the Norton CleanSweep Master Log

The Master Log contains a record of all Norton CleanSweep activities in chronological order. You can view, clear, save, and print the Master Log.

To use the Master Log

1. Open Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Options > Norton CleanSweep**.
3. In the Options dialog box, click **View**.
4. Click **View Master Log**.

5 In the Master Log, you can do the following:

- To view all the log, drag the scroll bar down.
- To clear the log, click **Clear**.
- To save the log in another location or with a different name, click **Save**.
- To print the log, click **Print**.

6 When you are finished, click **Close**.

Fast & Safe Cleanup options

You change Fast & Safe Cleanup options settings after you start Fast & Safe Cleanup.

To set Fast & Safe Cleanup options

1 In the Norton SystemWorks main window, click **Norton CleanSweep > CleanUp > Fast & Safe Cleanup**.

2 In the Fast & Safe Cleanup window, click **Settings**.

Option	Description
File Types tab	Internet Cache: Deletes all files in your Web browser's cache folder. If you use more than one browser, Fast & Safe Cleanup removes the files in each browser's cache folder.
	Internet History: Cleans your browser's Internet history. The history contains links to all the Web pages you have visited recently.
	Empty Recycle Bin: Deletes all files in the Windows Recycle Bin.
	Temporary Files: Deletes all temporary files from your Windows\Temp folder. Temporary files are files that other programs have created and not deleted.
	Lost Cluster Files: Deletes all lost cluster files. Cluster files are created by the Windows system utilities CheckDisk and ScanDisk.
Schedule tab	At system startup: Deletes all files in selected categories after Windows starts.
	Every xx days at xx: Deletes files in selected categories on a specific day and time.

For more information

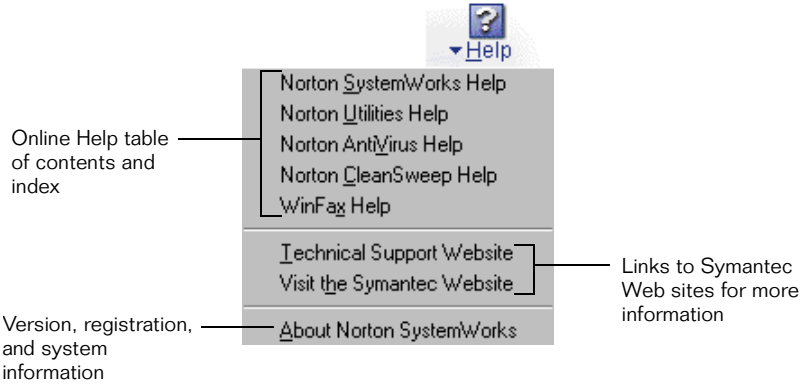
Norton SystemWorks provides online Help, this User's Guide in PDF format, and links to the Symantec Web site.

Use online Help

Help is always available from the Norton SystemWorks main window.

To access the Help menu

- At the top of the Norton SystemWorks main window, click **Help**.



In addition, Norton SystemWorks includes two kinds of more specific help:

- Context-sensitive Help for dialog boxes
- How-to Help

Help for Norton SystemWorks dialog boxes

When you request Help while working in a Norton SystemWorks dialog box, the Help displayed is specific to that dialog box.

To get Help for a Norton SystemWorks dialog box

- In the dialog box, click **Help**.

How-to Help

How-to Help explains procedures you are likely to perform using Norton SystemWorks. You can access these topics through the Contents and Index tabs.

To get How-to Help with Norton SystemWorks

1. In the Norton SystemWorks main window, click **Help**.
2. On the Help menu, click **Norton SystemWorks Help**.
3. In the Help window, select one of the following:
   - Contents: Search for Help by topic.
   - Index: Search for Help by key word.

To get How-to help with GoBack 3 Personal Edition

1. In the Norton SystemWorks main window, click **GoBack**.
2. On the GoBack 3 Personal Edition main menu, click **Help**.
3. In the Help window, select one of the following:
   - Contents: Search for Help by topic.
   - Index: Search for Help by key word.

To get How-to Help with WinFax Basic Edition

1. On the Norton SystemWorks main window, click **WinFax Help > Help Topics**.
2. In the Help window, select one of the following:
   - Contents: Search for Help by topic.
   - Index: Search for Help by key word.

To get How-to Help with Norton Ghost 2002

1. On the Norton SystemWorks main window, click **Norton Ghost**.
2. On the Norton Ghost main window, select one of the following:
   - Ghost Explorer
   - Ghost Boot Wizard
3. Click **Help**.

Contents and Index tabs are also available on many other Help windows and can always be used to search for Help.

WinFax What's This? Help

WinFax Basic Edition provides What's This? Help that describes items in dialog boxes and windows.

To access What's This? Help

- In a dialog box or window, right-click any item.

GoBack 3 Personal Edition tutorial

GoBack 3 Personal Edition provides a tutorial that demonstrates how to use the program.

To use the GoBack 3 Personal Edition tutorial

1. In the Norton SystemWorks main window, click **GoBack > Lauch GoBack**.
2. On the GoBack 3 Personal Edition main menu, click **Tutorial**.

Access the User's Guide PDFs

More documentation is provided on the Norton SystemWorks CD in PDF format. Complete documentation for WinFax Basic Edition, Norton Ghost 2002, and GoBack 3 Personal Edition are also on the CD. You must have Adobe Acrobat Reader installed on your computer to read the PDFs.

To install Adobe Acrobat Reader

1. Insert the Norton SystemWorks CD into the CD-ROM drive.
2. Click **Browse CD**.
3. Double-click the **MANUAL** folder.
4. Double-click the **ACROBAT** folder.
5. Double-click **ar500enu.exe**.
6. Follow the on-screen instructions to select a folder for Adobe Acrobat Reader and complete the installation.

Once you have installed Adobe Acrobat Reader, you can read the PDF from the CD.

To read the SystemWorks User's Guide PDFs from the CD

1. Insert the Norton SystemWorks CD into the CD-ROM drive.
2. Click **Browse CD**.
3. Do one of the following:
   - Open the MANUAL folder and double-click **Nswp50.pdf**
   - Open the GoBack folder and double-click **goback.pdf**.
   - Open the MANUAL folder and double-click **Ghost_guide.pdf**.
   - Open the MANUAL folder and double-click **Wfbeug.pdf**.

Norton SystemWorks on the Web

The Symantec Web site provides extensive information about Norton SystemWorks, virus protection, anti-virus technology, and other Symantec products. There are several ways to access the Symantec Web site.

To access the Web site from the Norton SystemWorks main window

1. Click **Help**.
2. Select one of the following:
   - Technical Support Web site: Takes you to the Technical Support page of the Symantec Web site, from which you can search for solutions to specific problems, update your virus protection, and read the latest information about anti-virus technology.
   - Visit the Symantec Web site: Takes you to the home page of the Symantec Web site, from which you can get product information on every Symantec product.

The Reports page of Norton AntiVirus contains a link to the Symantec Online Virus Encyclopedia.

To access the Web site from the Reports page

1. In the Norton SystemWorks main window, click **Norton AntiVirus > Reports**.
2. On the Reports page, next to the Online Virus Encyclopedia heading, click **View Report**.

There is a link to the Symantec Web site on the Windows Explorer toolbar.

To access the Symantec Web site from Windows Explorer

1. Open Windows Explorer.
2. On the toolbar, on the Norton AntiVirus menu, click **View Virus Encyclopedia**.

   This option connects you to the Symantec Security Response Web page, from which you can search for information on all types of viruses.

You can always access the Symantec Web site through your Internet browser.

To access the Symantec Web site in your browser

- Type the Symantec Web site address, www.symantec.com.

C H A P T E R 5

Revert your hard disk with GoBack 3 Personal Edition

This chapter contains information about GoBack 3 Personal Edition, which you can install separately from the Norton SystemWorks CD.

About GoBack 3 Personal Edition

GoBack 3 Personal Edition is system recovery software that integrates into your computer's operating system and records all changes to your hard disk. Any time your system experiences a problem due to a bad installation or system crash, use GoBack 3 Personal Edition to revert your hard disk to a stable state.

Note: Before upgrading your operating system, you must uninstall GoBack 3 Personal Edition. For more information, see "To uninstall GoBack 3 Personal Edition" on page 82.

About GoBack 3 Deluxe Edition

The version of GoBack included with Norton SystemWorks is the Personal Edition. Consider upgrading to GoBack 3 Deluxe Edition to take advantage of additional flexibility and customization, as well as password protection for the revert feature.

For more information on the features in GoBack 3 Deluxe Edition, as well as special pricing available to owners of Norton SystemWorks, click the Upgrade button in the GoBack main window.

Install GoBack 3 Personal Edition

Install GoBack 3 Personal Edition from the Norton SystemWorks CD.

System requirements

GoBack 3 Personal Edition typically requires ten percent of your available hard disk space. If less than 20% of your total hard disk space is available, GoBack 3 Personal Edition uses half of the available space.

Note: Do not use GoBack 3 Personal Edition with Windows NT Server or Windows 2000 Server due to the large number of server-based events that they generate.

In addition to the Norton SystemWorks minimum requirements, GoBack 3 Personal Edition has the following system requirements:

- 200 MB of available hard disk space
- Screen display capable of 800 x 600 resolution

Before installation

Before installing GoBack 3 Personal Edition, back up your system and close all open programs—including anti-virus applications.

Note: In Windows 98 and Windows Me, GoBack 3 Personal Edition will not install on hard disks that are running in MS-DOS Compatibility mode.

When installing GoBack 3 Personal Edition, you are asked to choose between Easy Install and Custom Install.

- Easy Install (recommended for most users): Automatically allocates ten percent of each of your hard disks to GoBack 3 Personal Edition. If you have multiple partitions (logical hard drives) on a single hard disk, GoBack 3 Personal Edition allocates space on the partition with the most unused space.
- Custom Install: Lets you choose which hard disks that you want GoBack 3 Personal Edition to protect and the amount of space that you want GoBack 3 Personal Edition to use on each of them.

  If you have multiple partitions on a hard disk, GoBack 3 Personal Edition requires that all partitions be protected.

Installation

Note: If installing on a Windows NT, Windows 2000, or Windows XP system, ensure that you are logged onto that computer as an Administrator or as a user with administrative privileges.

This procedure installs GoBack 3 Personal Edition on your computer.

To install GoBack 3 Personal Edition

1. Insert the Norton SystemWorks CD into the CD-ROM drive.
2. Click **Install GoBack**.
3. In the GoBack Setup Wizard, click **Yes** to accept the license agreement.
4. Click **Next**.
5. Click **Show README File** to view the readme, then click **Next**.

   If you do not have Adobe Acrobat installed on your computer, GoBack 3 Personal Edition will ask you if you want to install it.
6. To install Adobe Acrobat, click **Install Adobe Acrobat**, then click **Next**.
7. Ensure that your name and organization information are correct, then click **Next**.
8. Select the type of install:
   - Easy Install (recommended): GoBack 3 Personal Edition allocates approximately ten percent of your hard disk space.
   - Custom Install: This option lets you specify a partition on which to install GoBack 3 Personal Edition.
9. Confirm a location for the GoBack 3 Personal Edition installation files, then click **Next**.
10. Confirm the hard disk on which GoBack 3 Personal Edition will be installed, then click **Finish**.

    During this process, GoBack 3 Personal Edition examines your local hard disks.
11. Click **Yes** if you want a shortcut to GoBack 3 Personal Edition placed on your desktop.
12. Click **OK** to confirm that installation is complete.

Your computer restarts.

After installation

After restarting, a GoBack 3 Personal Edition icon appears in the System Tray. GoBack 3 Personal Edition monitors your computer without requiring any action on your part.

GoBack 3 Personal Edition creates a .bin file on each protected physical hard disk. If a physical hard disk has multiple partitions, GoBack 3 Personal Edition uses one .bin file to track all partitions on that disk.

If you need to uninstall GoBack 3 Personal Edition

If you are upgrading your operating system or installing operating system service packs, you must first uninstall GoBack 3 Personal Edition. After uninstalling or disabling GoBack 3 Personal Edition, you will not be able to use its backups to restore your hard disk.

To uninstall GoBack 3 Personal Edition

1. On the Windows taskbar, click **Start** > **Settings** > **Control Panels** > **Add/Remove Programs**.
2. Select GoBack 3 Personal Edition from the list of programs, then do one of the following:
   - On Windows NT/2000/XP, click **Remove**.
   - On Windows 98/Me, click **Add/Remove**.
3. Click **OK** to confirm the deletion of GoBack 3 Personal Edition.

When you're finished uninstalling GoBack 3 Personal Edition, restart your computer.

Work with GoBack 3 Personal Edition

The following instructions explain how to access GoBack 3 Personal Edition, revert a disk, and disable GoBack 3 Personal Edition.

Access GoBack 3 Personal Edition

GoBack 3 Personal Edition can be accessed from the Norton SystemWorks main window, from the Start menu, from the System tray, from a shortcut on your desktop, or when starting your computer.

To access GoBack 3 Personal Edition from the Norton SystemWorks main window

1. Do one of the following:
   - On the Windows taskbar, click **Start > Programs > Norton SystemWorks > Norton SystemWorks**.
   - On the Windows XP taskbar, click **Start > All Programs > Norton SystemWorks > Norton SystemWorks**.
2. In the Norton SystemWorks main window, click **GoBack**.

To access GoBack 3 Personal Edition from the Start menu

- On the Windows taskbar, click **Start > Programs > GoBack**.
- On the Windows XP taskbar, click **Start > All Programs > GoBack**.

To access GoBack 3 Personal Edition from the System tray

- Click the **GoBack 3 Personal Edition** icon.

To access GoBack 3 Personal Edition from the desktop

- Double-click the **GoBack 3** icon.

To access GoBack 3 Personal Edition during startup

- When the GoBack Boot Screen appears, press the spacebar.

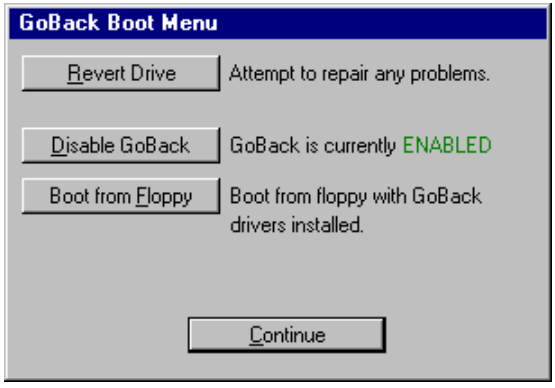
Revert a disk

Choose a method for reverting your hard disk. GoBack 3 Personal Edition provides two ways of reverting to an earlier version of your hard disk:

- Boot level revert: Use this method when Windows won't load. Every time you restart your computer, a GoBack 3 Personal Edition window appears from which you can launch GoBack 3 Personal Edition before Windows starts.
- Windows revert: Use this method if Windows loads, but you are experiencing other problems.

To revert from the boot level

1. Restart your computer.
2. When the GoBack Boot Screen appears, press the spacebar.
3. In the GoBack Boot Menu dialog box, click **Revert Drive**.



   GoBack 3 Personal Edition then analyzes its logged data and lists times to which you can revert.

4. If you want to see information about other possible times, click **More Times**, select another time, and click **Yes**.
5. Select a time and click **Revert**.

   GoBack 3 Personal Edition restores everything on the hard disk to the way it was at the selected time.

6. If your computer still does not start correctly, repeat steps 1 through 4 and select a different time.

If your computer is able to start Windows, you can use GoBack 3 Personal Edition to select a different time to which to revert your hard disk.

To revert from Windows

1. Double-click the **GoBack 3 Personal Edition** icon.
2. In the GoBack 3 Personal Edition main window, click **Revert your hard drive**.

   GoBack 3 Personal Edition then analyzes its logged data and lists times to which you can revert.
3. In the hard disk revert list, select a time, then click **Revert Now**.

   GoBack 3 Personal Edition restarts your computer and restores everything on the hard disk to the way it was at the selected time. Do not press the spacebar during this process.
4. If the information that you expected does not appear after restarting, repeat this procedure and select a different time.

If you need to restart from a floppy disk

If you are using a program that requires you to start your computer with a special boot disk, you must use the GoBack Boot Menu dialog box to start from the floppy disk.

Note: When starting from a floppy disk, do not put the disk into the floppy disk drive until after the GoBack Boot Menu dialog box appears.

To boot from a floppy disk

1. Start the computer without the floppy disk in the floppy disk drive.
2. When the GoBack Boot Screen appears, press the spacebar.
3. When the GoBack Boot Menu dialog box appears, insert the floppy disk into the floppy disk drive.
4. In the GoBack Boot Menu dialog box , click **Boot from Floppy**.

Disable GoBack 3 Personal Edition

You should disable GoBack 3 Personal Edition before using disk-partitioning software or restoring a Norton Ghost disk image. After disabling or uninstalling GoBack 3 Personal Edition, you will not be able to use its backups to restore your hard disk.

Warning: GoBack 3 Personal Edition does not track disk information while it is disabled. Disabling GoBack 3 Personal Edition also clears its history, so you will not be able to revert any disks to a time before GoBack 3 Personal Edition was disabled.

To disable GoBack 3 Personal Edition from within Windows

1. Do one of the following:
   - On the Windows taskbar, click **Start > Programs > GoBack**.
   - On the Windows XP taskbar, click **Start > All Programs > GoBack**.
2. In the GoBack 3 Personal Edition main window, click **Options**.
3. In the GoBack Options dialog box, click **Disable GoBack**.

To disable GoBack 3 Personal Edition from the GoBack Boot Screen

1. Press the spacebar when the GoBack Boot Screen appears.
2. In the GoBack Boot Menu dialog box, select **Disable GoBack**.

Customize GoBack 3 Personal Edition

The default settings for GoBack 3 Personal Edition provide a safe and efficient way to protect your data. However, you can adjust them to optimize system performance or disable options that do not apply.

About GoBack 3 Personal Edition options

GoBack 3 Personal Edition options are organized on tabs for easy access.

Open the Options dialog box

You change GoBack 3 Personal Edition settings through the Options dialog box.

To set GoBack 3 Personal Edition options

1 Do one of the following:

- On the Windows taskbar, click **Start > Programs > GoBack**.
- On the Windows XP taskbar, click **Start > All Programs > GoBack**.

2 In the GoBack 3 Personal Edition main window, click **Options**.

3 Click a tab that contains the options that you want to change.

Option	Description
History tab	Clear GoBack History: Prevents anyone from reverting your computer to an earlier state. Once it has been cleared, GoBack 3 Personal Edition History cannot be restored.
	Disable GoBack: Turns GoBack 3 Personal Edition off and clears its history.
Internet tab	Automatically check for updates: Checks for GoBack 3 Personal Edition program updates using LiveUpdate.
	Periodically check: Enable or disable the automatic updating feature.
	View Updates: View information about the latest updates.
	Visit the Roxio web site: Opens the main Roxio Web site in your Internet browser.

4 On the tab you selected, make the changes.

5 Click **OK**.

Frequently asked questions

Here are some common troubleshooting issues. If you are experiencing a problem that is not described here, check the online Help.

If I disable GoBack 3 Personal Edition, are my backups still saved?

Disabling GoBack 3 Personal Edition clears all GoBack History. You will not be able to revert any disks to a time before GoBack 3 Personal Edition was disabled.

What should I do when I upgrade or change my operating system?

Uninstall GoBack 3 Personal Edition (using Add/Remove Programs in the Windows Control Panel) before upgrading your operating system, installing operating system service packs, or switching to a non-Windows operating system. Reinstall GoBack 3 Personal Edition after updating.

Can I use GoBack 3 Personal Edition with MS-DOS programs?

GoBack 3 Personal Edition can protect your computer while you run MS-DOS programs, but it may prevent some MS-DOS disk utilities from modifying areas of the hard disk.

How do I adjust the space GoBack 3 Personal Edition uses?

To change the amount and location of disk space allocated to GoBack 3 Personal Edition, you must uninstall then reinstall GoBack 3 Personal Edition. This resets GoBack 3 Personal Edition history, so you will not be able to revert to a time before the uninstall.

How can I ensure GoBack 3 Personal Edition can revert my hard disk to the correct time?

If you perform several file activities in rapid succession such as writing a file and then immediately deleting it, GoBack 3 Personal Edition may not be able to revert your disk to a time between these activities. To avoid this situation, pause between disk-intensive activities.

Will GoBack 3 Personal Edition affect my computer's speed?

GoBack 3 Personal Edition works in the background, so it does not significantly impact your computer's performance.

Do I still need to make backups?

Yes. GoBack 3 Personal Edition can only revert your disk to the recent past. If the data that you want to recover was altered long ago, or if you have recently worked on massive amounts of data, GoBack 3 Personal Edition may not be able to recover the files. GoBack 3 Personal Edition also does not prevent data loss due to hardware problems.

CHAPTER 6

Norton SystemWorks Extra Features

Norton SystemWorks includes additional programs to enhance your computing safety and productivity. You can access most of these programs from the Norton SystemWorks main window. Some programs require that you install them from the Norton SystemWorks CD.

About Norton SystemWorks Extra Features

Norton SystemWorks Extra Features includes links to Symantec Web services and the Process Viewer program.

About Symantec Web

The following Web-based features are included in Norton SystemWorks:

- Norton Web Services: Your first stop for PC health
- Symantec Security Check: A free service that tests your computer's exposure to online security intrusions and virus threats
- Expertcity: Live computer help, training, and advice
- Xdrive Plus: The professional online storage solution

More about Norton Web Services

Many hardware and software manufacturers release free updates for the products that you have on your computer. Norton Web Services provides easy access to these updates by:

- Scanning your computer to determine the installed software and hardware
- Recommending updates and upgrades for your applications, games, and hardware drivers
- Conveniently linking you to sites where you can download updates

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Note: Symantec does not provide technical support for updates to software and hardware drivers provided by other publishers. If you have questions about an update, contact the publisher directly.

The Norton Web Services site changes frequently. Having up-to-date software programs and hardware drivers means fewer problems, so visit www.nortonweb.com often.

Norton Web Services is a free service, available to anyone with Internet access. Register to take advantage of the personalized services.

About Process Viewer

Process Viewer is a utility that displays detailed information about Windows processes running on your computer. For more information, see "Process Viewer" on page 93.

Access extra features

You can access extra features from the Norton SystemWorks main window. To access the Symantec Web features, you must have an active Internet connection.

To access extra features

1. Do one of the following:
   - On the Windows taskbar, click **Start > Programs > Norton SystemWorks > Norton SystemWorks**.
   - On the Windows XP taskbar, click **Start > All Programs > Norton SystemWorks > Norton SystemWorks**.
2. In the Norton SystemWorks main window, click **Extra Features**.
3. Do one of the following:
   - On the Symantec Web pane, select one of the Web-based features.
   - Click **Process Viewer**, then click the **Process Viewer** icon to launch Process Viewer.

Process Viewer

Process Viewer is a memory-resident utility. It displays detailed information about the processes running under Windows. Among other things, it gives you the full list of DLLs for each running process, including full path and version information for each loaded module. It also shows memory, threads, and DLL-usage for every process.

Install Process Viewer

Install Process Viewer from the Norton SystemWorks CD.

To install Process Viewer

1. Insert the Norton SystemWorks CD into your CD-ROM drive.
2. Click **Install Process Viewer**.
3. In the Process Viewer welcome window, click **Next**.
4. Click **I accept the license agreement**.

   If you click I do not accept the license agreement you cannot proceed with installation.
5. Click **Next**.

6 Confirm the installation location, then click **Next**.

7 Click **Next** to begin the installation.

8 When Process Viewer has been successfully installed, click **Finish**.

9 Click **Yes** to restart your computer.

If you need to uninstall Process Viewer

Use this procedure if you want to remove Process Viewer from your computer.

To uninstall Process Viewer

1 On the Windows taskbar, click **Start > Settings > Control Panel > Add/Remove Programs**.

2 On the Install/Uninstall tab, click **Process Viewer**.

3 Click **Add/Remove**.

4 Click **Yes**.

5 Click **Yes** to restart your computer.

Start Process Viewer

You can launch Process Viewer from within Norton SystemWorks or by right-clicking its icon in the Windows System Tray.

To start Process Viewer

1 In the Norton SystemWorks main window, click **Extra Features > Process Viewer**.

2 Click the **Process Viewer** icon.

Note: On Windows NT/2000/XP, Process Viewer uses Performance Data Helper to enumerate threads. It can take a few seconds to open the list of threads the first time while Windows is loading all necessary libraries.

Work with Process Viewer

The main window displays a list of running processes including information process Id, priority, and full path to the process module. You can sort columns by clicking the column header.

Note: On Windows NT/2000/XP, the processes that appear in the Process Viewer window depend on your access privileges.

In the Process Viewer main window, you can select the following tasks:

Task	Description
Threads	Information about all process threads including ID and priority.
Modules	Information about each loaded module including the module name, the module base address in process space, the module size, and the full path to the module. You can display comprehensive version information by double-clicking the appropriate line in the main or module window.
Heap Windows 9x/Me	Information about all heaps allocated by the selected process. You can display heap memory blocks by double-clicking the appropriate heap in the list box.
Memory	Information about all memory blocks belonging to the selected process. Contains information about base address, protection, size, and state for each memory block.
Version	Displays version information about the selected module. You can display version information by double-clicking the appropriate line in the main or module window.
Switch To	Switches to another open application.
Bring to Front	Brings any open windows of the selected application to the front.

Task	Description
Set priority	Lets you specify a new priority for the selected process.
Kill process	Ends the selected process. Use caution with this feature. Killing a process can cause undesired results including loss of data and system instability. For Windows applications, click Notify in the Kill dialog box to give the application a chance to quit normally.

Use Process Viewer

After installation, Process Viewer places an icon in the Windows system tray. You can use this icon to access Process Viewer's features.

To use Process Viewer

1. In the Windows system tray, right-click the **Process Viewer** icon, then click **Open Process Window**.
2. On the Process Viewer window, click an activity.
3. On the Process Viewer menu, click **Process**.
4. Select an item.

Activities you can perform in Process Viewer include:

- Reload Process list: Refreshes the list of currently running processes.
- Save Current View: Saves information about current processes in a text file.
- Process Tree: Displays the hierarchy for all running processes. You can select the desired task by clicking the process item in the Process Tree window.
- Module Usage: Displays information about all loaded modules in the system including the module name, the module base address in process space, the module size, and the full path to the module.

  Selecting a module from the module list shows only processes that use a selected module. Selecting Module Usage again returns the main window to the original process list. You can display comprehensive version information by double-clicking the appropriate line in the window.
- Applications: Shows all top-level window titles.

Find a process

If a certain application is giving you trouble, use the Process Finder Tool to identify its processes.

To find a process using the Process Finder Tool

1. In the Windows system tray, right-click the **Process Viewer** icon, then click **Open Process Window**.
2. Arrange your windows so that the Process Viewer window and the window of the process you want to identify are visible.
3. On the Process Viewer toolbar, click and drag the **Find Process** button to the open window.
4. Release the mouse button over the window whose process you want to identify.

   Process Viewer highlights the process in its main window.

Customize Process Viewer

The following options are available in Process Viewer:

Option	Description
Start Minimized	Process Viewer starts minimized. This option is useful in combination with the Use System Tray option if you plan to place Process Viewer in the Startup folder.
Use System Tray	Process Viewer places a small icon in the System Tray.
Allow Multiple Instances	Lets you run more than one instance of Process Viewer at a time.
Hex process ID	Shows process IDs as hexadecimal numbers.
Load PrcView at Startup	Adds Process Viewer to the Startup folder so that Process Viewer will be loaded when a user logs on.
Set Refresh Times	Lets you specify refresh times for main, thread, module, and memory windows. If the specified time is greater than zero, Process Viewer refreshes windows cyclically.

To set Process Viewer options

1. In the Windows system tray, right-click the **Process Viewer** icon, then click **Open Process Window**.
2. On the **View** menu, click **Options** and select the option that you want to change.

2

Norton AntiVirus

CHAPTER 7

Protecting disks, files, and data from viruses

Keeping your computer protected requires regular monitoring by Auto-Protect, scanning of your email, and frequent system scans. All of these tasks can be set to occur automatically.

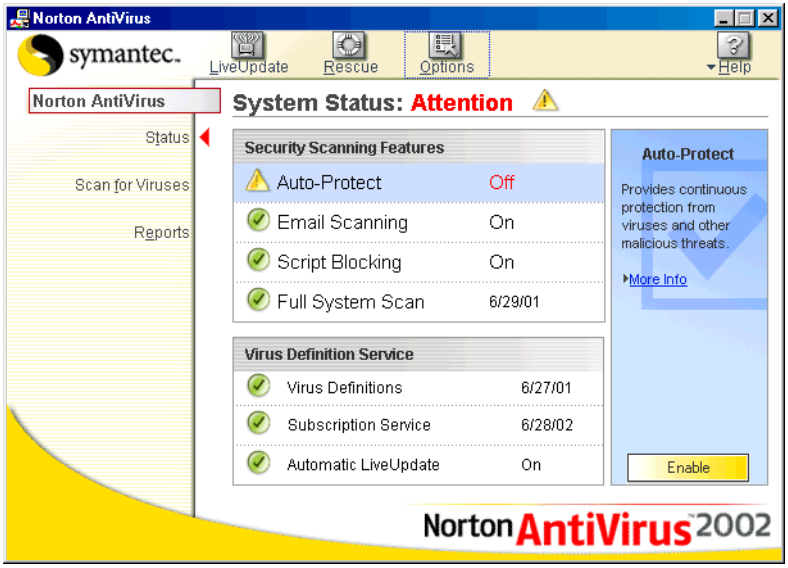
Ensure that Auto-Protect is enabled

Norton AntiVirus is configured to provide you with complete protection against viruses. It is unlikely that you need to change any settings. However, you can ensure that Auto-Protect is working by following these steps.

To ensure that Auto-Protect is enabled

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Status pane of the Norton AntiVirus main window, ensure that Auto-Protect is set to On.

4 If Auto-Protect is not enabled, in the Status pane, select the Auto-Protect status line.



5 In the lower right-hand corner of the window, click **Enable**.

Scan disks, folders, and files

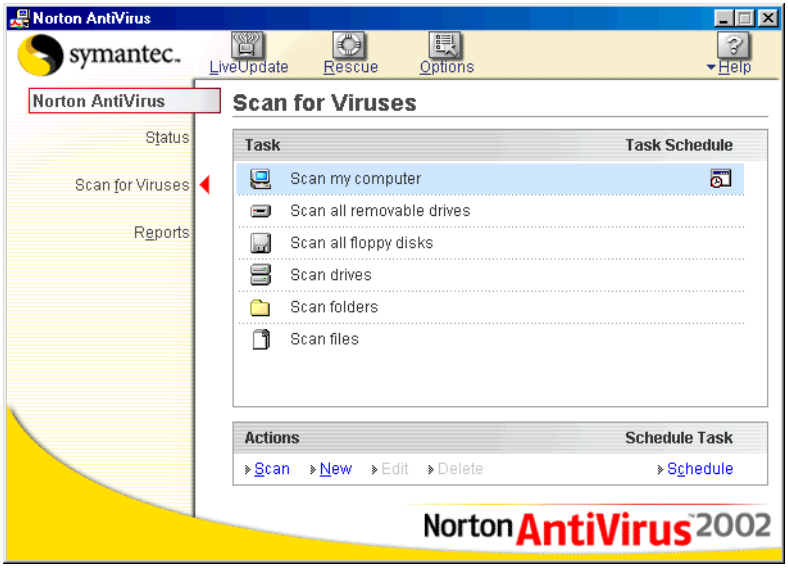
You can request scans of your entire computer, or of individual elements such as floppy disks, drives, folders, or files.

Request a full system scan

A full system scan scans all boot records and files on your computer.

To request a full system scan

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Scan for Viruses**.



4. In the Scan for Viruses pane, click **Scan my computer**.
5. Under Actions, click **Scan**.

   When the scan is complete, a scan summary appears.
6. When you are done reviewing the summary, click **Finished**.

Scan individual elements

You can choose to scan all removable drives, a floppy disk, any of your computer's drives, or any folders or files on your computer.

To scan individual elements

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Scan for Viruses**.
4. In the Scan for Viruses pane, click the scan you want to run.
5. Under Actions, click **Scan**.

   If you choose to scan all removable drives or a floppy disk, the scan starts automatically.

   If you choose to scan drives, folders, or files, a dialog box appears in which you choose which drives, folders, or files to scan. Click **Scan** after making your selection.

   When the scan is complete, a scan summary appears.
6. When you are done reviewing the summary, click **Finished**.

About custom scans

You can create a custom scan if you regularly scan a particular segment of your computer and don't want to have to specify the segment to be scanned every time. You can delete the scan when it is no longer necessary. For example, if you are working on a project for which you need to frequently swap files with others, you might want to create a folder into which you copy and scan those files before using them. When the project is done, you can delete the custom scan for that folder.

You can also schedule the custom scan to run automatically. For more information, see "Schedule a custom scan" on page 108.

Create a custom scan

You can create a custom scan that includes as much or as little of your computer as you like.

To create a custom scan

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Scan for Viruses**.
4. In the Scan for Viruses pane, under Actions, click **New**.
5. In the opening window of the Norton AntiVirus Scan Wizard, click **Next**.
6. Select what you want to scan by doing one or both of the following:
   - To select individual files to be scanned, click **Add files**.
   - To select folders and drives to be scanned, click **Add folders**.

   You can use both options to select the combination of items that you want.
7. Select the items that you want to scan in the resulting dialog box.

   If you select a folder, all files in that folder are included. If you select a drive, all folders and files on that drive are included.
8. Add the selected items to the list of items to scan by doing one of the following:
   - In the Scan Files dialog box, click **Open**.
   - In the Scan Folders dialog box, click **Add**.
9. To remove an item from the list, select it, then click **Remove**.
10. When you are done creating the list of items to be scanned, click **Next**.
11. Type a name for the scan by which you can identify it in the list of scans.
12. Click **Finish**.

Run a custom scan

When you run a custom scan, you do not have to redefine what you want to scan.

To run a custom scan

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Scan for Viruses**.
4. In the Scan for Viruses pane, click the custom scan.
5. Under Actions, click **Scan**.

   When the scan is complete, a scan summary appears.
6. When you are done reviewing the summary, click **Finished**.

Delete a custom scan

Custom scans can be deleted if they are no longer needed.

To delete a custom scan

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Scan for Viruses**.
4. Select the scan that you want to delete by clicking the scan name.

   If you click the button next to the scan name, the scan runs.
5. Under Actions, click **Delete**.
6. Click **Yes** to verify that you want the scan deleted.

Scan email messages

If email protection is enabled, your email messages are scanned automatically. Norton AntiVirus supports all email programs that use either POP3 or SMTP communications protocol. To prevent connection timeouts while receiving large attachments, enable timeout protection.

Ensure that email protection is enabled

You can choose to scan incoming or outgoing email, or both. If your email program uses one of the supported communications protocols, both options are selected by default. You can check or change these settings using Options.

To ensure that email protection is enabled

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Options**.
4. In the Options window, under Internet, click **Email**.
5. For complete email protection, ensure that both Scan incoming Email and Scan outgoing Email are checked.

   To disable one of the options, uncheck it.
6. Click **OK**.

Enable timeout protection

Norton AntiVirus scans email by monitoring the communications port used for email and intercepting email transmissions. Only after incoming email has been scanned is it passed along to the email program. If you are downloading email with a large attachment, your email program may not receive a transmission for a few minutes and may timeout as a result. If you enable timeout protection, Norton AntiVirus regularly confirms the connection with your email program and prevents a timeout.

Note: Timeout protection places hidden text at the top of your email messages. Your email program should remove this text. If you see "NAV Timeout Protection" in your email messages, you can ignore it.

To enable timeout protection

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Options**.
4. In the Options window, under Internet, click **Email**.
5. Ensure that Protect against timeouts when scanning Email is checked.
6. Click **OK**.

If problems are found during a scan

At the end of a scan, a summary report appears to tell you what Norton AntiVirus found during the scan. If a virus was found and you have requested that Norton AntiVirus repair the file automatically, it is listed as repaired.

If the file cannot be repaired, it can be quarantined or deleted. For more information, see "If a virus is found during a scan" on page 112.

Schedule automatic virus scans

After installation, Norton AntiVirus automatically runs a weekly full system scan. You can also set up a custom virus scan schedule.

Note: You cannot schedule the predefined scans in the scan list, but you can schedule any custom scans that you have created.

Schedule a custom scan

You have complete flexibility in scheduling custom scans. When you select how frequently you want a scan to run (such as daily, weekly, or monthly), you are presented with additional fields with which you can refine your request. For example, you can request a daily scan, then schedule it to occur every two days or every three days instead.

To schedule a scan

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Scan for Viruses**.
4. Select the scan that you want to schedule by clicking the scan name.

   If you click the button next to the scan name, the scan runs.
5. Click **Schedule**.
6. In the scheduling dialog box, if Show multiple schedules is checked, click **New** to enable the scheduling fields.

   If it is not checked, the fields will already be enabled.
7. Set the frequency and time at which you want the scan to run.

   Most of the frequency options include additional options that let you further refine the schedule. Set the additional options as necessary.
8. When you are done, click **OK**.

You can also create multiple schedules for a scan. For example, you could run the same scan at the beginning of your work day and at the end.

To create multiple schedules for a single scan

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Scan for Viruses**.
4. Select the scan that you want to schedule by clicking the scan name.

   If you click the button next to the scan name, the scan runs.
5. Click **Schedule**.
6. In the scheduling dialog box, check **Show multiple schedules**.
7. To set an additional schedule, click **New**.
8. Set the frequency and time at which you want the scan to run.

   Most of the frequency options include additional options that let you further refine the schedule. Set the additional options as necessary.
9. When you are done, click **OK**.

Edit scheduled scans

You can change the schedule of any scheduled scan, including the weekly full system scan.

To edit a scheduled scan

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Scan for Viruses**.
4. Select the scan that you want to schedule by clicking the scan name.

   If you click the button next to the scan name, the scan runs.
5. Click **Schedule**.
6. Change the schedule as desired.
7. Click **OK**.

Delete a scan schedule

You can delete any scan schedule. Deleting the schedule does not delete the scan.

To delete a scan schedule

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Scan for Viruses**.
4. Select the scan you want to schedule by clicking the scan name.

   If you click the button next to the scan name, the scan runs.
5. Click **Schedule**.
6. In the scheduling dialog box, check **Show multiple schedules** to display the Delete button.
7. Select the schedule that you want to delete (if more than one), then click **Delete**.
8. Click **OK**.

CHAPTER 8

What to do if a virus is found

If Norton AntiVirus finds a virus on your computer, there are three possible resolutions to the problem:

- Repair the file. This action removes the virus from the file.
- Quarantine the file. This action makes the file inaccessible by any programs other than Norton AntiVirus. You cannot accidentally open the file and spread the virus, but you can still evaluate it for possible submission to Symantec. For more information, see "If you have files in Quarantine" on page 116.
- Delete the file. This action removes the virus from your computer by deleting the file that contains the virus. It should be used only if the file cannot be repaired or quarantined.

Viruses can be found when you run a scan or by Auto-Protect when you perform an action with an infected file. The way that you request one of these resolutions differs depending on whether a scan or Auto-Protect found the virus.

If a virus is found during a scan

If a scan you request finds a virus, you either receive a summary of the repair results, or you have to use the Repair Wizard to resolve the problem.

Review the repair details

If you have set your manual scan options so that Norton AntiVirus repairs files automatically, and all infected files could be repaired, the scan summary lists the number of files infected and repaired. This information is presented for status purposes only; you don't need to take further action to protect your computer. If you want to know more, you can check the repair details to see which files were infected and with what.

To review the repair details

1. In the Summary pane of the scanner window, click **More Details**.
2. When you are done reviewing the results, click **Finished**.

Use the Repair Wizard

If there are files that could not be repaired, or if you have set your manual scan options so that Norton AntiVirus asks you what to do when a virus is found, the Repair Wizard opens.

If Norton AntiVirus did not attempt a repair, the Repair Wizard opens in the Repair pane. Otherwise, it opens in the Quarantine pane.

To use the Repair Wizard

1. If the Repair Wizard opens in the Repair pane, uncheck any files that you don't want Norton AntiVirus to repair.

   All files are checked by default. This is the recommended action.
2. Click **Repair**.
3. If any files cannot be repaired, the Quarantine pane opens.

   All files are checked to be added to quarantine by default. This is the recommended action.

   In the Quarantine pane, uncheck any files that you do not want to quarantine, then click **Quarantine**.
4. If any files could not be quarantined, the Delete pane opens.

   If you do not delete the infected files, the virus remains on your computer and can cause damage or be transmitted to others.

   Uncheck any files that you do not want to be deleted, then click **Delete**.
5. Once all files have either been repaired, quarantined, or deleted, the Summary pane of the scanner window opens. When you are done reviewing the summary, click **Finished**.

If a virus is found by Auto-Protect

Auto-Protect scans files for viruses when you perform some action with them, such as moving them, copying them, or opening them. If it detects a virus or virus-like activity, in most cases you receive an alert telling you that a virus was found and repaired. How you proceed from there depends on the operating system you are using.

If you are using Windows 98/98SE/Me

If a virus is found and repaired by Auto-Protect in Windows 98, Windows 98SE, or Windows Me, you receive an alert telling you what file was repaired.

To close the alert

- Click **Finish**.

If you have set your options so that Auto-Protect asks you what to do when it finds a virus, the alert asks you to choose an action. The

recommended action is always preselected. If you are not sure what action you should select, use this table to decide.

Action	Result
Repair the infected file	Eliminates the virus and repairs the infected item. When a virus is found, Repair is always the best choice.
Quarantine the infected file	Isolates the virus-infected file, but does not remove the virus. Select Quarantine if you suspect that the infection is caused by an unknown virus and you want to submit the virus to Symantec for analysis.
Delete the infected file	Erases both the virus and the infected file. Select Delete if Repair is not successful. Replace the deleted file from the original program file or backup copy. If the virus is detected again, your original copy is infected.
Do not open the file, but leave the problem alone	Stops the current operation to prevent you from using an infected file. This action does not solve the problem. You will receive an alert the next time you perform the same activity.
Ignore the problem and do not scan this file in the future	Adds the file suspected of containing a virus to the Exclusions list. When you add a file to the Exclusions list, the file will be excluded from any future virus scans, unless you remove it from the list. Select this option only if you know that the file does not contain a virus.
Ignore the problem and continue with the infected file	Continues the current operation. Select this action only if you are sure that a virus is not at work. You will receive an alert again. If you are not sure what to do, select Do not open the file, but leave the problem alone.

If the file could not be repaired, you receive an alert telling you that the repair was not made and recommending that you quarantine the file. You have the same options as those listed in the table, with the exception of Repair the infected file.

If you are using Windows NT/2000/XP

If a virus is found and repaired by Auto-Protect in Windows NT, Windows 2000, or Windows XP, you receive an alert telling you what file was repaired and what virus was infecting the file. If you have an active Internet connection, clicking the virus name opens the Symantec Web page that describes the virus.

To close the alert

- Click **OK**.

If the file could not be repaired, you receive two alerts, one telling you that Auto-Protect was unable to repair the file and the other telling you that access to the file was denied.

You can set your Auto-Protect options to try to quarantine any infected files it cannot repair. If you do so, you are informed if any files are quarantined. For more information, see "If you have files in Quarantine" on page 116.

To resolve problems with unrepaired files

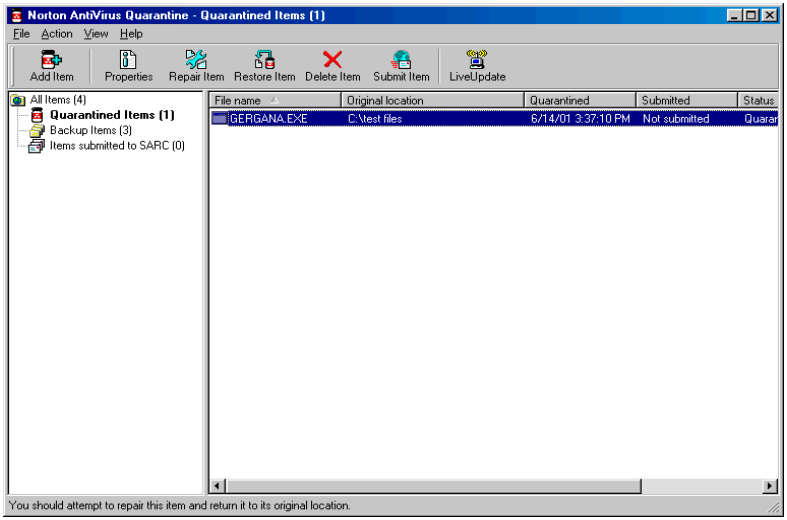
1. Run a manual scan on your computer to ensure that no other files are infected. For more information, see "Request a full system scan" on page 103.
2. Follow the recommended actions in the Repair Wizard to protect your computer from the infected files. For more information, see "If a virus is found during a scan" on page 112.

If you have files in Quarantine

Once a file has been placed in Quarantine, you have several options. All actions on files in Quarantine must be performed using the Quarantine window.

To open the Quarantine window

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Reports**.
4. In the Reports pane, on the Quarantined items line, click **View Report**.



The buttons across the top of the Quarantine window represent all of the actions you can perform on the files in Quarantine. The following actions are available.

Action	Result
Add Item	Adds files to Quarantine. Use this action to quarantine a file that you suspect is infected. This action has no effect on the files already in Quarantine.
Properties	Provides detailed information about the selected file and what is infecting it.
Repair Item	Attempts to repair the selected file. Use this action if you have received new virus definitions since the file was added to Quarantine.
Restore Item	Returns the selected file to its original location without repairing it.
Delete Item	Deletes the selected file from your computer.
Submit Item	Sends the selected file to Symantec. Use this option if you suspect that a file is infected even if Norton AntiVirus did not detect a virus, or if you suspect that the virus is one that was newly released.
LiveUpdate	Runs LiveUpdate to check for new protection and program updates. Use this if you haven't updated your virus protection for a while and want to try to repair the files in Quarantine.

To perform an action on a file in Quarantine

1. Select the file on which you want to perform the action.
2. Click the button for the action that you want to perform.
3. When you are finished, on the File menu, click **Exit**.

If Norton AntiVirus cannot repair a file

One of the most common reasons Norton AntiVirus cannot repair a file is that you do not have the most up-to-date virus protection. Update your virus protection with LiveUpdate and scan again. For more information, see "Keep current with LiveUpdate" on page 53.

If that does not work, read the information on your screen to identify the type of item that cannot be repaired, and then match it to one of the types below:

- Infected files are those with file name extensions such as .exe, .doc, .dot, or .xls. Files with any name can be infected. Use the Repair Wizard to solve the problem. For more information, see "Use the Repair Wizard" on page 112.
- Hard disk master boot record, boot record, or system files (such as IO.SYS or MSDOS.SYS) and floppy disk boot record and system files are replaced using the Rescue Disks or your operating system disks. For more information, see "If you need to use Rescue Disks" on page 119.

If your computer does not start properly

If you have a virus on your computer and need to start the computer from an uninfected disk to remove the virus, or if you need to restore a boot record, use your Rescue Disks. If you do not have Rescue Disks, you can use your Emergency Disks to start the computer and remove the virus. If you need to restore boot records and do not have Rescue Disks, or if you need to restore system files, you must reinstall Windows. For more information, see "Create and use Emergency Disks and Rescue Disks" on page 57.

If you need to use Rescue Disks

Sometimes a virus infection prevents your computer from starting normally. Some viruses can only be removed if the computer is started from a clean disk, not the infected hard disk. Often, a Norton AntiVirus alert tells you when to use your Rescue Disks.

You first need to determine whether your Rescue Disks are current. This means that you have created or updated your Rescue Disks since you did any of the following:

- Added, modified, or removed internal hardware
- Added, modified, or removed hard disk partitions
- Upgraded your operating system

If your Rescue Disks are not current, you can still use them to remove viruses from your computer. When the Rescue Disk screen starts from the Rescue Boot disk, use only the Norton AntiVirus task.

To use your Rescue Disks

1. Insert the Basic Rescue Boot floppy disk into the floppy disk drive and restart your computer.

   The Rescue program runs in DOS.

2. Use the arrow keys to highlight the program that you want to run.

   A description of the highlighted program appears in the right panel of the Rescue program. Your choices are:

   - Norton AntiVirus. Scans your computer for viruses and repairs any infected files.
   - Rescue Recovery. Checks and restores boot and partition information.

3. Press **Enter** to run the highlighted program.
4. Follow the on-screen instructions for inserting and removing the Rescue Disks.
5. When the Rescue program is done, remove the Rescue Disk in the floppy disk drive and restart your computer.

If you need to use Emergency Disks

Use the following procedures if you need to use your Emergency Disks. For more information, see "Create and use Emergency Disks and Rescue Disks" on page 57.

To use Emergency Disks

1. Insert Emergency Disk 1 into the floppy disk drive and restart your computer.

   The Emergency program runs in DOS.
2. Ensure that Antivirus is selected and press **Enter** to begin the Norton AntiVirus Emergency program.
3. Follow the on-screen instructions for inserting and removing the Emergency Disks.

   The Emergency program automatically scans your computer and removes viruses.
4. When the Emergency program is done, remove the Emergency Disk in the floppy disk drive and restart your computer.

If you are using the CD as an Emergency Disk

If you are using the Norton SystemWorks CD as an Emergency Disk, use this procedure whenever you are instructed to insert Emergency Disk 1. You can ignore all instructions to change disks, as all necessary information is on the CD.

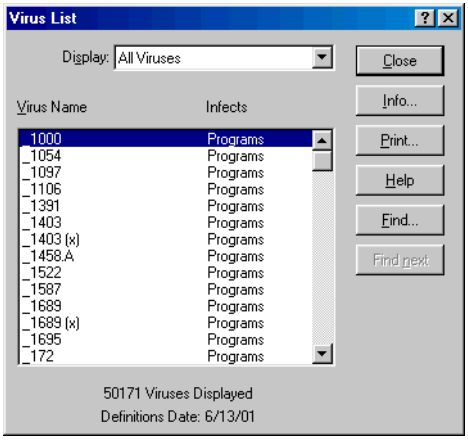
To use the CD as an Emergency Disk

1. Insert the Norton SystemWorks CD into the CD-ROM drive.
2. Restart your computer.

   The Emergency program scans your computer and removes viruses.

Look up virus names and definitions

You can look up a virus name from within Norton AntiVirus. The Virus List dialog box lists the viruses in the current virus definition service files.



To make sure that you have the latest virus definitions, run LiveUpdate. For more information, see "Keep current with LiveUpdate" on page 53.

To look up virus names

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton AntiVirus**.
3. In the Norton AntiVirus main window, click **Reports**.
4. In the Reports pane, on the Virus List line, click **View Report**.

You can print the list.

To print the list

- In the Virus List dialog box, click **Print**.

You can also use the list to get more information about a specific virus.

To get more information about a specific virus

1. In the Virus List dialog box, select the virus about which you want more information.
2. Click **Info**.
3. When you are done viewing the virus information, in the Virus Information window, click **Close**.
4. When you are done viewing the list, in the Virus List dialog box, click **Close**.

Look up viruses on the Symantec Web site

Because of the large number of viruses, the Virus List file does not include descriptions of each virus. The Symantec Web site contains a complete list of all known viruses and related malicious code, along with descriptions.

To look up viruses

1. In the Norton AntiVirus main window, click **Reports**.
2. In the Reports pane, on the Online Virus Encyclopedia line, click **View Report**.

   The Symantec Web site opens in your Internet browser.
3. Use the links on the Web page to access the virus information for which you are looking.

3

Norton Utilities

CHAPTER 9

Finding and fixing problems

Norton System Doctor continuously monitors your computer to keep it running at peak efficiency. However, if disk or Windows problems occur, you can diagnose and fix these problems quickly using Norton Disk Doctor and Norton WinDoctor.

Note: The Norton SystemWorks bootable CD does not support running Norton Disk Doctor on NTFS partitions or FAT16 drives with 64 KB clusters (available in Windows NT, Windows 2000, and Windows XP only). If you need support for this capability, install the complete Norton Disk Doctor package on your computer.

About Norton Utilities alerts

When Norton Utilities detects a problem with your computer, it displays a message. These messages, called *alerts*, take several forms. They may appear when you are running other programs and Norton Utilities detects a problem. For example, if Norton System Doctor finds a problem, it displays an alert.

Normally, Norton System Doctor notifies you of a problem by displaying a red light sensor. Alerts do not appear unless you set the sensor properties to Display Alarm Message.

Access information about your computer

No matter what your level of computer expertise, difficult questions about your computer's configuration will arise. For example, when you have a problem installing new hardware or software, and you call the manufacturer for technical support, you may be asked questions about your computer's BIOS, bus type, processor, ports, video and multimedia capabilities, or memory capacity. Having access to this information is useful.

System Information gives you quick and easy access to information about your computer. It provides technical details about:

- System configuration (processor, BIOS, bus type, memory, and more)
- Display (video driver)
- Printers and printer ports
- Physical and virtual memory
- Disk drives
- Input devices (keyboard and mouse or other pointing device)
- Multimedia devices
- Network connections

To use System Information

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **System Information**.

   Computer information is displayed on the tabs.

System Information also lets you print reports about your computer.

To print reports about your computer

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **System Information**.

   Computer information is displayed on the tabs.
4. Click **Reports**.
5. In the Report Type field, select a report type.
6. Click **Print**.

Note: For network, CD, and compressed drives, the Disk Usage Selection on the Drive tab is the total size of all selected items as reported by the file system. This does not include space wasted due to the device's cluster size. The total amount allocated is often slightly more than the size displayed by System Information. These snapshots of your system are helpful when you call a vendor for technical support.

Monitor your computer's health

Norton System Doctor continuously monitors your computer to keep it free of problems and running at peak efficiency. It alerts you immediately when conditions require attention, and fixes many problems automatically, without interrupting you.

The Norton System Doctor main window contains a panel of sensors that monitor many aspects of your computer, including the disks, memory, CPU, and network. Norton System Doctor sensors include alarms that alert you to critical conditions requiring attention. The sensors also provide information that helps you to fine-tune your computer's performance.

While the default settings are ideal for most users, Norton System Doctor is completely customizable.

Add or remove sensors

The Norton System Doctor Disk Health sensor is set to monitor all local hard drives by default. If you want to monitor additional system functions, you can add them. For example, you can add the WinDoctor sensor to run continuously.

Note: If you are using Windows 98 or Windows Me, and a sensor is set to Monitor All Local Hard Drives, there should be no more than one instance of that sensor in the Norton System Doctor sensor panel.

To add or remove sensors

1. Start Norton System Doctor.
2. On the View menu, click **Options**.
3. Click **Active Sensors**.
4. Do one of the following:
   - To add a sensor, in the Available Sensors window, select a sensor, and then click **Add**.
   - To remove a sensor, in the Current Sensors window, select a sensor, and then click **Remove**.

Performance considerations

Some sensor settings may affect computer performance. Depending on your operating system and other factors, you may have to reset some Norton System Doctor sensors to improve system performance.

- If you notice a decrease in a drive's performance while Norton System Doctor is monitoring it, decrease the frequency with which Norton System Doctor monitors that drive.
- The Rescue Disk and WinDoctor sensors are system wide, and not drive specific. Only one of each should be active at any time.
- If you have Always on Top disabled and Norton System Doctor is docked, you cannot move windows past the area that it occupies.
- The Disk Health sensor continually checks the disk to ensure that it is running optimally. However, in Windows Me, the Disk Health sensor prevents the Me System Restore function from running. To enable Windows Me System Restore, disable the Disk Health sensor.

- If you connect to an Internet Service Provider (ISP) such as CompuServe or America Online using dial-up networking, do not enable the Internet sensors in Norton System Doctor. ISPs that use dial-up networking do not disconnect properly if they detect another application using the Internet connection. This could cause your Internet connection charges or your telephone bill to be higher than expected.
- If you are running without adequate permissions or privileges, certain information reported in Windows NT, Windows 2000, or Windows XP may not be available, or may be incorrect.

To reset Norton System Doctor sensors

1. On the Windows taskbar, click **Start > Run**.
2. In the Run dialog box, type **SYSDOC32.EXE/reset**.

Note: After correcting a problem indicated by a Norton System Doctor sensor, some stoplight sensor faces might not update immediately to indicate that the condition is resolved. If this happens, right-click the sensor, then click Update.

Set Norton System Doctor startup options

Norton System Doctor continuously monitors your computer to keep it free of problems and running at peak efficiency. It can alert you immediately when conditions require attention, and can fix many problems automatically, without interrupting your work.

To take full advantage of the monitoring capabilities of Norton System Doctor, leave it running all the time. You can also specify whether you want Norton System Doctor to automatically start when Windows starts.

While the default settings are ideal for most users, Norton System Doctor is completely customizable. You can:

- Specify the conditions that Norton System Doctor monitors by adding and removing sensors.
- Select the critical conditions that you want Norton System Doctor to fix automatically.
- Run Norton System Doctor minimized or docked to preserve desktop space.

To set Norton System Doctor startup options

1. Open Norton System Doctor.
2. On the View menu, click **Options**.
3. In the Norton System Doctor Options dialog box, on the Window Settings tab, in the Startup Options group, select any of the following:
   - Start Automatically with Windows: Norton System Doctor starts automatically the next time Windows starts.
   - Start Minimized: The Norton System Doctor main window is minimized when it is started.

About disk and Windows errors

Trouble-free computing depends on the integrity of your computer. This integrity is based on an error-free hard drive and a correctly installed copy of Windows. Both Windows and your hard drive can develop errors as you use your computer. If they are not corrected, the accumulation of errors can lead to data loss.

The best cure for any problem is prevention. If you keep Norton System Doctor running at all times, it spots problems early and recommends corrective action. For more information, see "Monitor your computer's health" on page 127.

When to use One Button Checkup

One Button Checkup is an alternative to Norton System Doctor. While Norton System Doctor provides continuous monitoring of the health of your computer, One Button Checkup provides an immediate or scheduled system checkup. One Button Checkup finds disk problems and Windows problems when is gives your computer a preventative maintenance checkup.

When to use Norton Disk Doctor

Norton System Doctor includes Disk Doctor and Surface Test sensors that notify you when a potential disk problem is detected. Norton Disk Doctor runs automatically to diagnose the problem and make immediate repairs.

Norton Disk Doctor performs several tests on the disk, checking everything from the partition table to the physical surface. If Norton Disk Doctor finds a problem, it notifies you before making repairs. If you set Norton Disk Doctor to automatically fix errors, repairs are made automatically. After diagnosing and repairing a disk, Norton Disk Doctor displays a report that lists the problems found, the problems fixed, and the areas of the disk that are problem-free.

When not to use Norton Disk Doctor

Do not run the DOS version of Norton Disk Doctor on partitions that were created with Linux FDISK or Disk Druid. If you choose to fix errors on partitions that were created with these utilities, it is critical that you make an undo disk.

Use Norton Disk Doctor to fix an invalid partition only if it is completely inaccessible from Windows or DOS. Update your Rescue Disks prior to any kind of partition repair operation. For more information, see "Create and use Emergency Disks and Rescue Disks" on page 57.

Norton Disk Doctor can only revive FAT or FAT32 partitions on computers running Windows NT, Windows 2000, or Windows XP. It cannot revive NTFS partitions.

To repair corrupted boot records, use the DOS version of Norton Disk Doctor; do not use the Windows version. The Windows version diagnoses the problem, but will not repair the boot record as well as the DOS version of Norton Disk Doctor.

When to use Norton WinDoctor

Norton WinDoctor is the safe and easy way to diagnose and repair common Windows problems. It checks the necessary information for Windows to run properly and checks for components needed by programs that run in Windows.

Combined with Norton System Doctor, Norton WinDoctor can automatically monitor your computer for Windows problems. If a problem is detected, Norton System Doctor alerts you to start Norton WinDoctor to correct it.

Perform a disk check

Run Norton Disk Doctor often to keep your hard drive free of accumulated errors. Running Speed Disk frequently will improve the performance of the scans that Norton Disk Doctor conducts.

Note: If you suspect your disk has problems, do not run Speed Disk until you have corrected them with Norton Disk Doctor.

To perform a disk check

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Find and Fix Problems**.
4. In the Norton Disk Doctor dialog box, select one or more drives to diagnose.
5. Click **Diagnose**.

   Norton Disk Doctor restarts its diagnosis if it detects a write to the disk being diagnosed. Restarting ensures the integrity of the data on the disk if repairs are required. Restarting may occur several times during a single Norton Disk Doctor session.
6. Follow the on-screen instructions as Norton Disk Doctor identifies and fixes any problems found on your disk.

Norton Disk Doctor lets you check your disk for problems with utilities on the CD.

To use the CD to perform a disk check

1. Insert the Norton SystemWorks CD into your CD-ROM drive.
2. In the first window that appears, click **Launch Utilities From CD**.

   Warning: Do not click **Install Norton SystemWorks**. Doing so will overwrite information on your hard drive.

3. When the Norton SystemWorks CD window appears, click **Norton Disk Doctor**.
4. Select the drives that you want to diagnose.
5. Click **Diagnose**.

   Norton Disk Doctor checks the various components of your disk.
6. Follow the on-screen instructions as Norton Disk Doctor identifies and fixes any problems found on your disk.

Note: Norton Disk Doctor run-time options are different depending on whether you are running in Windows 98/Me or Windows NT/2000/XP. Refer to the Norton Utilities online Help for more information.

Find and fix Windows problems

Run WinDoctor when you receive a Windows problem alert, or run it regularly to keep your Windows operating system free of accumulated errors.

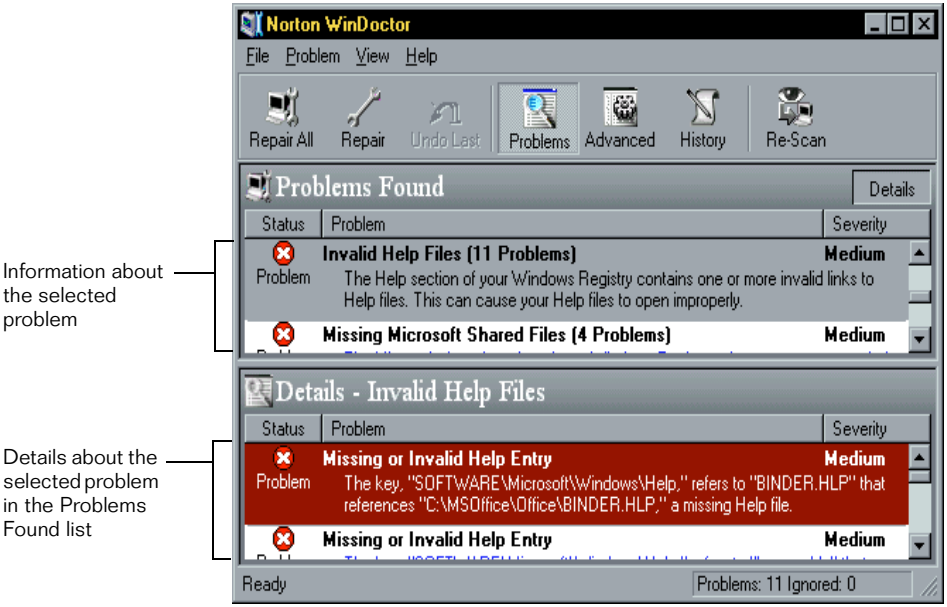
To find and fix Windows problems using Norton WinDoctor

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Find and Fix Problems**.
4. In the Norton WinDoctor Wizard, click **Perform all Norton WinDoctor tests**.
5. Click **Next**.
6. When the scan is finished, click **Next**.
7. To see the list of problems, click **Finish**.

   Norton WinDoctor displays a list of the problems found.

8 Do one of the following:

- To correct all problems, click **Repair All**.
- To repair a specific problem, select the problem and click **Repair**.



In the Repair dialog box, Norton WinDoctor always selects the recommended way to repair the problem. Norton WinDoctor lets you fix one problem at a time, and presents a list of solution methods for the problem. The first solution in the list is the most complete fix for the problem. You may select other solutions or accept the recommendation.

Norton WinDoctor can create a log file of all the changes made to Windows.

To have Norton WinDoctor create a log file

1 Press **Ctrl + Alt + S** to open a Save dialog box.

2 Save the log to a text file.

CHAPTER 10

Recovering missing or erased files

Warning: If you purchased Norton SystemWorks to recover files, do not install Norton SystemWorks and do not start Windows. Any new files copied to your hard drive might overwrite existing data. Starting Windows writes to your hard drive. The Windows swap file could overwrite data you would like to recover. For more information, see "Create and use Emergency Disks and Rescue Disks" on page 57.

About Norton Protection

When you erase a file using Windows Explorer, Windows keeps a temporary copy of the file in the Recycle Bin. The standard Windows Recycle Bin only protects files or folders deleted while you are using Windows.

Norton Protection transforms the standard Windows Recycle Bin into the Norton Protected Recycle Bin. It guards against losing the files the Recycle Bin does not protect. The Norton Protected Recycle Bin protects files that are deleted while you are using DOS, files created and deleted by Windows applications, and older versions of files that you modify and overwrite. If the Recycle Bin is not enabled, Norton Protection also protects files that would otherwise be under Recycle Bin protection.

Files shared on a network or stored on a network server, and files deleted while using your computer in DOS rather than Windows are not protected.

To configure Norton Protection

1. On the Windows desktop, right-click the Norton Protected Recycle Bin, then click **Properties**.
2. On the Norton Protection tab, make sure that Enable Protection is checked.
3. On the Recycle Bin tab, select the item to open when the Recycle Bin icon is double-clicked.
4. Use the context-sensitive help to view more options on the Norton Protected Recycle Bin.

If you start your computer in DOS, you may find that DOS reports less free disk space than expected. This discrepancy is because DOS does not deduct the space used by deleted files protected by Norton Protection.

About UnErase Wizard

UnErase Wizard helps you recover deleted files that are protected by Norton Protection. Norton Protection, which appears on your desktop as the Norton Protected Recycle Bin, enhances the standard Windows Recycle Bin by protecting files from permanent deletion. UnErase Wizard lets you recover these protected files.

UnErase Wizard also helps you recover files that are deleted from the standard Windows Recycle Bin. If a file is recoverable but cannot be recovered automatically, UnErase Wizard helps you reconstruct it. In Windows 98 and Windows Me, UnErase Wizard frequently recovers unprotected files as well, even those deleted from the Recycle Bin.

Although UnErase Wizard can recover files that were not first protected with Norton Protection, enable Norton Protection to ensure the successful recovery of all deleted files. You can search for a deleted file by its file name and by words that you think the file may contain. This is especially useful if you can't remember the file name, but you do remember its contents.

When you erase a file using Windows Explorer, Windows keeps a temporary copy of the file in the Recycle Bin. However, Windows does not detect files that were erased or overwritten by applications running in Windows or erased from a command prompt. Norton Utilities can help you recover these files. Norton Protection guards against losing files the Recycle Bin does not protect. In Windows 98, Windows Me, Windows NT, Windows 2000, and Windows XP, UnErase Wizard can help you restore unprotected files.

If you use UnErase Wizard in Windows NT/2000/XP

In Windows NT, Windows 2000, and Windows XP, a file may not be intercepted if the file is in the Exclusion List or Norton Protection is disabled. If files are deleted that are not intercepted by the Recycle Bin or Norton Protection, they are not recoverable in Windows NT, Windows 2000, or Windows XP systems. However, if the volume is not NTFS, and you have a Dual Boot system, you can start in Windows 98, Windows Me, or DOS, and use that version of UnErase to recover the file.

Recover a file with UnErase Wizard

When you erase a file using Windows Explorer, Windows keeps a temporary copy of the file in the Recycle Bin. However, Windows does not detect files that were erased or overwritten by applications running in Windows or erased from a command prompt. UnErase Wizard can help you get these files back.

Installing Norton Utilities can overwrite erased files on your hard drive. UnErase Wizard provides a way to recover files before you install Norton Utilities.

UnErase Wizard displays a list of the 25 most recently deleted files or the files that conform to file name criteria that you provide. Each file is described by its name, original location, the date it was deleted, file type, file size, and the program that was used to delete it. If some of the files have been overwritten, there are fewer than 25 files in the list.

To recover a file that you recently erased

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Find and Fix Problems**.
4. Click **UnErase Wizard**.
5. In the UnErase Wizard dialog box, select one of the following:
   - Find recently deleted files: Searches for the names of the most recently deleted files and displays up to a maximum of 25 deleted files. (This option is available in Windows 98 and Windows Me.)
   - Find all protected files on local drives: Searches for and displays the names of all local deleted files that are protected by Norton Protection or the Recycle Bin.
   - Find any recoverable files matching your criteria: Prompts you for search criteria.
   - Find all Norton Protected Users files: Searches for other users' protected files as well as your own. (This option is available in Windows NT, Windows 2000, and Windows XP.)
6. Click **Next**.

   UnErase Wizard displays a list of the most recently deleted files.
7. Select the file that you want to recover.
8. Click **Recover**.
9. If your deleted file is not listed (Windows 98 and Windows Me only), click **Next**.

   UnErase Wizard guides you through the process of creating a more complete list of deleted files from which to select.
10. Select the file you want to recover and click **Recover**.
11. To close UnErase Wizard, click **Finish**.

Use the following procedure to recover an erased file in Windows 98 and Windows Me.

To recover an erased file in Windows 98, and Windows Me

1. Insert the Norton SystemWorks CD into your CD-ROM drive.
2. When the first window appears, click **Launch Utilities From CD**.

   Warning: Do not click **Install Norton SystemWorks**. Doing so overwrites information on your hard drive.

3. When the Norton SystemWorks CD window appears, click **UnErase Wizard**.
4. Click **Find Any Recoverable Files Matching Your Criteria**.
5. Click **Next**.

   UnErase Wizard guides you through the process of creating a list of deleted files from which to select.
6. When the file you want to recover is located, select the file name.

   Your file may appear in the list with a question mark (?) in place of the first letter of the file name. If so, you are prompted to type the first letter of the original filename. If you do not know what it is, type any letter from A to Z as a substitute. Make a note of the file name so that you can find it later.
7. Click **Recover**.
8. Click **Finish**.

If your deleted file is not listed (Windows 98 and Windows Me only), you can search further.

When you have recovered a file, you can view its contents.

To view a recovered file's contents

1. In a search results list, select a file name.
2. Click **Quick View**.
3. In the Name column of the search results list, right-click a file name, then click **Quick View**.

If you delete a file on a floppy disk from a DOS prompt by specifying file name letters after a wildcard (such as DEL *ILENAME.TXT as opposed to DEL FILENAME.TXT or DEL *.TXT), the file is listed as unrecoverable on the Recently Deleted Files page.

To see if a file is actually recoverable

1. Right-click in the center of the file list, then click **Show Unrecoverable Files**.
2. Click **Next**.
3. Use the subsequent UnErase Wizard pages to search the floppy disk.

CHAPTER 11

Improving a computer's performance

When your computer is operating at peak efficiency, so are you. A sluggish computer is more than just an annoyance. It may be a symptom of more serious problems to come.

Why performance degrades

A hard disk is a set of stacked disks onto which data is recorded in concentric tracks. A disk head is like a phonograph arm but in a more fixed position. As the disk spins, two disk heads (one on each side of the disk) write or read the information on the tracks. How and where your data is organized on your disks affects your computer's performance.

All of your files, applications, and the Windows operating system are stored on your computer's disks. Over time, the bits of information that make up your files get distributed all over the disk. This is known as *fragmentation*. Fragmentation creates inefficient conditions when you want to store and retrieve information on or from a disk. The more that you use your computer, the worse it gets. A fragmented disk can cause the entire computer to slow down.

Over time, fragments of a file may be scattered in several places, in a totally different area of the disk, away from the original location of the file. These multiple file fragments are tracked in the disk catalog, or Master File Table (MFT), which also grows with the addition of location information.

Speed Disk optimizes an entire disk's files, directories, the MFT, swap files, and security meta data. You can optimize without restarting your computer, and optimize in only one pass, even after optimizing swap files. Intelligent analysis places file types in the optimal order for best performance, reducing the frequency and necessity for substantial reoptimizations.

How fragmentation is calculated in Windows NT/2000/XP

In Windows NT, Windows 2000, and Windows XP, the fragmentation level is determined by the formula: [total file fragments]/[number of files], expressed as a percentage. Unfragmented files are counted as single fragments. You may also see different statistical reporting with Executive Software's Diskeeper, or the built-in defragmenter that is included with Microsoft Windows.

How fragmentation is calculated in Windows 98/Me

In Windows 98 and Windows Me, Speed Disk compares the number of fragments against the number of files using the formula: (Tf / F) * 100 where Tf = number of file fragments and F = total files. For example, on a disk with 100 files, with one file consisting of 17 fragments, Speed Disk will report that 17 percent of the disk is fragmented. Speed Disk also defragments the swap file and includes it in its calculations.

How fragmentation affects overall performance

When files are saved or copied to a disk, there is no discrimination between types of files. On an unoptimized disk, all file types, including applications, .dlls, and data files, are intermingled.

When a fragmented file is accessed, disk performance is slower because the drive head must do more work to locate, load, save, and keep track of all of the fragments of the file. If free space is also fragmented, the disk head may have to hunt for adequate free space to store temporary files or newly added files.

Fragmentation also affects video and other multimedia performance. For example, if a multimedia file such as a movie is being played, and the movie file is fragmented, the player may have to wait for the disk head to locate the next fragment to load.

Speed Disk optimizes fragmented files by rearranging file fragments into adjacent or contiguous clusters. When the disk head can access all of the file data in one location, the file is read into memory faster.

Speed Disk also creates contiguous free space on the disk, improving system performance when you add new files. This is especially helpful under low disk space conditions where free space fragmentation can cause newly added large files to be fragmented from the start.

Differences between optimization and defragmentation

The terms defragmentation and optimization are often used interchangeably, but they are not the same.

Defragmentation is the process of rearranging the way files are organized on a disk so that the data comprising each file is stored in adjacent or contiguous disk clusters.

Optimization maximizes the usable free space on a disk by grouping files based on how they are accessed. The most frequently used files are placed at the beginning of the disk for fast access. Infrequently used files are placed out of the way. Free space is consolidated to avoid fragmenting newly added files, and extra space is added after major data structures so they can grow without immediately becoming fragmented again.

Before optimizing

Before running Speed Disk, prepare your computer for optimization. This includes running the Windows CHKDSK utility (if necessary), deleting temporary files, completing any major software installations or removals, backing up your files, closing all programs, and setting the Speed Disk options that are appropriate for your computer.

If you are optimizing for the first time

A disk's first optimization may take significantly longer than subsequent optimizations because Speed Disk must move the files and free space in a particular order. After a disk has been optimized, only new and expanded files need optimization. For more information, see "Customize Speed Disk" on page 149.

If optimization is taking too much time, or using too many computer resources, you may want to adjust the Speed Disk options. For more information, see "Customize Speed Disk" on page 149.

The benefits of optimization, which include faster access and improved overall performance, make the initial optimization time worthwhile. Speed Disk takes advantage of improvements made in the first optimization to reduce subsequent optimization time.

If you are optimizing NTFS volumes

If you are optimizing NTFS volumes, check the Speed Disk Global Options that run CHKDSK on an NTFS volume before proceeding. If the current disk is a FAT volume, a dialog box appears requesting that Norton Disk Doctor be run before the optimization.

Note: Due to the upgrade from the version of NTFS used by Windows NT 4 to the version used by Windows 2000, NTFS volumes that have undergone this transition are not checked before optimization. When running Windows NT 4, run Norton Disk Doctor manually before optimization.

Prepare your computer

Before running Speed Disk, you need to prepare your computer. The steps you need to take are listed below:

Step	For more information
Backup your files.	Refer to your system documentation.
Delete temporary files.	Refer to your system documentation.
Complete installing or uninstalling.	See "If you are optimizing for the first time" on page 144, and your system documentation.
Run Norton Disk Doctor or CHKDSK.	See "If you are optimizing NTFS volumes" on page 144.
Analyze disk fragmentation (Windows NT, Windows 200, and Windows XP).	See "Analyze disk fragmentation" on page 148.
Set Speed Disk options.	See "Customize Speed Disk" on page 149.
Close all programs (Windows 98 and Windows Me).	Refer to your system documentation.

Optimize disks

If you followed the suggestions listed in "Before optimizing" on page 144, you are ready to optimize a disk for the first time. Windows 98 and Windows Me optimization procedures are different than Windows NT, Windows 2000, and Windows XP procedures.

Note: On disks with more than 6000 folders or folders with more that 2000 large files (files larger than 5MB), the initial Speed Disk scan will run very slowly and may even appear to stop. You should always allow the scan to complete.

To optimize a disk in Windows NT/2000/XP

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. Click **Speed Disk**.
5. In the Speed Disk dialog box, under Select a Drive, select the disk that you want to optimize (the default disk is C:).
6. Under Select a View, select one of the following:
   - Optimization Map: Lets you optimize disks. After you start optimizing, the drive map shows the file types in the colors displayed in the Legend.
   - Analysis: Lets you generate statistics about a selected disk.
   - Drive Options: Lets you customize file placement on a disk.
   - Schedule Options: Lets you set an optimization schedule for each disk.
   - Legend: Lists the file types represented by the colors in the drive map.
7. Click **Start Optimizing**.

Use the following procedure to optimize a disk in Windows 98 or Me.

To optimize a disk in Windows 98/Me

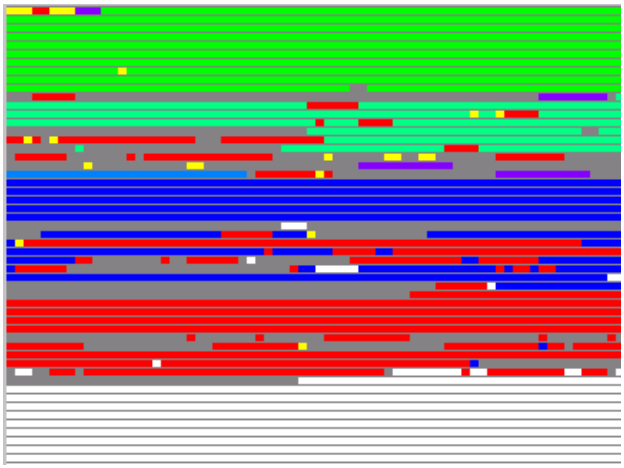
1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. Click **Speed Disk**.
5. In the Speed Disk dialog box, under Select a Drive, select the disk that you want to optimize (the default disk is C).
6. Speed Disk scans the disk and makes a recommendation based on the current fragmentation.
7. Select one of the following optimization options:
   - Full Optimization
   - Unfragment Files Only
   - Unfragment Free Space
8. Check or uncheck **Optimize Swap file**.

9 Disable the Microsoft Task Scheduler if desired.

10 Click **Start**.

About the optimization map

The optimization map is a graphical representation of the files arranged on a disk. The color-coding helps you identify how efficiently disk space is being used. Each block on the map represents a number of clusters on the drive. You can customize the colors used for the drive map by clicking the color blocks on the drive map legend.



On the optimization map, you may see small blocks of extra space mixed in with optimized files, even after Speed Disk has optimized a disk. This is another way Speed Disk maintains a disk's optimization longer. Speed Disk adds extra space after each category of optimized files to allow for future growth. This allows categories of files to expand without causing immediate fragmentation.

For more information, see "Customize optimization map colors" on page 153.

Analyze disk fragmentation

In Windows NT, Windows 2000, and Windows XP, you can use Speed Disk to perform an analysis of each disk to determine its fragmentation before you optimize it. The Analysis view displays file fragmentation, free space fragmentation, and general disk utilization. The lower part of the view lists the most fragmented files with the number of fragments.

To analyze a disk's fragmentation in Windows NT/2000/XP

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. Click **Speed Disk**.
5. Under Select a Drive, select the disk that you want to analyze (the default disk is C:).
6. Under Select a View, click **Analyze**.
7. In the Speed Disk main window, click **Actions**.
8. Click **Start Analyzing**.

   The analysis time depends on the degree of fragmentation, the size of the disk, and the number of files on the disk.
9. To stop the analysis, click **Stop Analyzing**.

You can use the Analyze view to identify the most fragmented files. You can then use that information to reduce susceptibility to repeated fragmentation. After you run the analysis, any highly fragmented files are listed in the Most Fragmented files list. By specifying the placement of highly fragmented files, you can reduce the amount of fragmentation that occurs during use.

If these files become fragmented frequently, even following optimization, you can use the Speed Disk Drive Options to specify where you want Speed Disk to place the files during the next optimization. For more information, see "Customize Speed Disk" on page 149.

Customize Speed Disk

During optimization, Speed Disk places files in the best locations for efficient access and flexible growth. However, there may be situations in which you need to ensure that certain files are placed in specific areas on the disk, so they are accessed first, or have lots of room to expand without being fragmented.

Speed Disk provides a number of options that let you customize many aspects of the disk optimization process.

Speed Disk lets you:

- Schedule optimizations for individual volumes based on time or threshold of fragmentation.
- Adjust the system resources used by Speed Disk in relation to other running processes.
- Customize the optimization for each disk.
- Run Speed Disk in the background to optimize volumes at preset times.
- Record optimization events to the system Event Log.

Speed Disk stores the optimization options you choose for each disk, so you need not reset options each time you optimize unless you want to change them.

Note: If you change any Drive Options or Global Options settings, including the maximum number of disks to optimize concurrently, you must restart Speed Disk before the changes take effect.

Speed Disk options determine how Speed Disk optimizes specific disks. For example, if one disk contains mostly data, and another contains a combination of data and frequently-used applications, you may want to specify file placement for the frequently-used applications. In Windows NT, Windows 2000, and Windows XP, these options are called Drive Options.

To set Speed Disk options in Windows NT/2000/XP

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. In the Speed Disk main window, click **View**.
5. Click **Drive Options**.
6. Select a tab to customize Speed Disk options.

Follow this procedure to set Speed Disk options in Windows 98/Me.

To set Speed Disk options in Windows 98/Me

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. In the Speed Disk main window, click **Properties**.
5. Click **Options**.
6. Click **Customize**.
7. Select a tab to customize Speed Disk options.

In general, Speed Disk default settings for placing files provides the best performance. Change the disk's default settings only if your files require special consideration. For example, if you use a disk utility that updates certain file dates even when those files have not been used, you may want to limit optimization on these files so Speed Disk doesn't move them to the area of the disk reserved for frequently used files.

If you want to place files in a specific location, overriding the Speed Disk default file placement, use the Drive Options view. This view lets you select files or file types and specify where they should be placed during optimization.

Specify file placement during optimization

Drive Options let you specify how you want files placed during optimization.

- Files First: Places the selected files at the beginning of the disk for fastest access. Files that are frequently accessed but not modified, such as program files (.exe and .dll files) should be placed first on the disk.
- Files Last: Places infrequently used files after all other files, but before the free space.
- Files At End: Places the selected files at the very end of the disk, on the inner tracks, after the free space. Place rarely used files at the end of the disk to free up space on the faster, outer tracks.
- Unmovable Files: Does not move selected files. If you have applications that expect files in specific locations on the disk, add them to this list.

  There are very few types of files that Speed Disk classifies as unmovable. If you notice that some files are not optimized, check the access rights to the files. You must have Administrator rights to the disk for Speed Disk to move some types of files that are defined by the Administrator, or are defined by the Administrator for another user.

Note: Windows NT, Windows 2000, and Windows XP produce some files and file fragments during system operation that are classified as unmovable. NTFS system files, with the exception of the MFT, root directory, and swap files, can't be moved. On FAT volumes directories and swap files cannot be moved.

To specify file placement during optimization in Windows NT/2000/XP

1. Select the disk for which you want to customize file placement.
2. On the Files First, Files Last, Files At End, or Unmovable Files tab, do one of the following:
   - Add a file: Click **Add File**, select the file you want to add, then click **Open**.
   - Remove a file: Select the file, then click **Remove**.
   - Add a group of files of the same file type: Click **Add Wildcard**, type the wildcard characters (such as *.exe or *.dll), then click **OK**.

To specify file placement during optimization in Windows 98/Me

1. Select the disk whose file placement you want to customize.
2. On the Files First, Files Last, Files At End, or Unmovable Files tab, click **Add**.
3. Select the file that you want to add.
4. Click **OK**.

Specify priority and memory usage in Windows NT/2000/XP

In Windows NT, Windows 2000, and Windows XP, Speed Disk Global Options affect overall performance during optimization. In the Global Options dialog box, you can adjust Speed Disk's use of computer resources. When you adjust the Priority and Memory Usage settings, you determine how much of your computer's resources Speed Disk can use to optimize.

Normally, Speed Disk takes low priority. If you want to optimize faster at the possible expense of other processes that may be running concurrently, set the slider to a higher priority. If you do not want Speed Disk to optimize before other processes run, you can minimize the effect of background optimization by adjusting the Priority setting.

To set Global Options

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. Click **Speed Disk**.
5. On the View menu, click **Global Options**.
6. Click **Next**.
7. On the Settings tab, do any of the following:
   - Move the Priorities slider to Low or High.
   - Move the Memory Usage slider to Low or High.
8. When you have finished making changes, click **Apply**.

An example of an event is when optimization started and when it stopped. You can select numerous event and event types to be written to the event log.

To specify what events to log and if and when to display alerts

1. On the Event Logging tab, do one of the following:
   - To disable event logging and prevent alerts, check **Disable all events**.
   - To customize event logging, select an event type from the list, click **Modify**, set the options in the Event Type dialog box, and then click **OK**.
2. When you have finished making changes, click **Apply**.
3. Click **OK** to close the Global Options dialog box.

Customize optimization map colors

You can customize the colors that appear on disk optimization maps (and in Windows NT, Windows 2000, and Windows XP, in Analysis charts) by changing the Legend colors. The changes you make apply to all charts and drive maps.

To customize drive map colors in Windows NT/2000/XP

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. Click **Speed Disk**.
5. In the Select a View pane, select one of the following:
   - Optimization Map
   - Analysis
6. Click any color in the Legend.
7. In the Color dialog box, click or create a new color.
8. Click **OK**.

Follow this procedure to customize drive map colors in Windows 98/Me.

To customize drive map colors in Windows 98/Me

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. Click **Speed Disk**.
5. In the Speed Disk main window, click **Show Map**, if necessary.
6. Click **Legend**.
7. Click any color in the Legend.
8. In the Color dialog box, select a color from the basic colors display.
9. If you want to create a color, in the Color dialog box, click **Custom Color**.
10. Click **OK**.

Schedule optimization

In addition to scheduling times for disk optimization, Speed Disk Schedule Options let you select a fragmentation threshold. When the selected disk reaches the specified degree of fragmentation, Speed Disk automatically optimizes it. You can select Auto Threshold or enter a percentage. The default fragmentation percentage threshold is determined by the disk's fragmentation level, and is managed by the Auto Threshold feature.

For example, if you set the fragmentation threshold to 5% (within the recommended range) Speed Disk begins optimizing in the background when the level reaches 5%.

To set an optimization schedule by threshold

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. Click **Speed Disk**.
5. In the Select a View pane, click **Schedule Options**.

6 Check **Optimize Based On Threshold**.

Auto Threshold is enabled by default, causing Speed Disk to optimize the selected disk when fragmentation goes over an amount determined by the disk characteristics.

7 To specify another threshold, check **Only Optimize Drive If Fragmentation Exceeds:** and enter a percentage value.

The recommended percentage is between 2% and 5%. This ensures that Speed Disk optimizes the disk when the fragmentation percentage reaches the level you specify at the scheduled time.

8 Click **Apply**.

The threshold setting only applies to disk optimizations that you schedule. The schedule must be enabled for this setting to take effect.

Optimize registry and swap files

Windows creates a special file on your disk called a swap file (also called a paging file). This file is used to create additional memory so your Windows programs can make maximum use of available system resources. The size of the file changes dynamically in response to demand for memory space. This can cause significant fragmentation of the file, which in turn reduces performance.

Another Windows component that can affect system performance is the Windows Registry. The Registry is a dynamic database of configuration settings for both the operating system and applications. Over time, the internal structure of this database can become disordered. This disorder can also affect system performance.

Norton Optimization Wizard sets a minimum swap file size to reduce file fragmentation, and reorganizes the Windows Registry data for efficient storage and retrieval.

Close all programs before you run Norton Optimization Wizard. If a program attempts to alter the Registry while Norton Optimization Wizard is optimizing it, the settings it is attempting to save are lost. Also, do not empty the Recycle Bin or change Windows settings during Registry optimization.

To optimize your Registry and swap files

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **Optimize Performance**.
4. Click **Optimization Wizard**.
5. Click **Next**.

   Norton Optimization Wizard checks your swap file and makes a recommendation.
6. Click **Next**.

   Norton Optimization Wizard offers to optimize your Registry.
7. Click **Next**.

   Norton Optimization Wizard summarizes the choices that you have made.
8. Close any other programs that are running and click **Restart**.

Norton Optimization Wizard implements your choices and restarts your computer.

CHAPTER 12

Eliminating data permanently

Wipe Info lets you remove selected files or folders from your hard drive. You can also wipe free space from your hard drive, ensuring that previously deleted information is not left behind.

Note: If you are running a recovery application such as System Restore or GoBack, you must erase your history before running Wipe Info to ensure that data is completely wiped.

About Wipe Info

The Wipe Info Wizard erases files or folders from your hard drive so that they cannot be recovered. On Windows 98 and Me, Wipe Info also wipes the free space on your hard drive.

- When you wipe a file, Wipe Info wipes the file and attempts to wipe any free space associated with the file and the file's directory entry.
- When you wipe a folder, Wipe Info wipes all the files in the folder, and then if the folder is empty, it attempts to wipe the directory entry for the folder.
- When you wipe free space in Windows 98 and Windows Me, Wipe Info wipes the free drive space, free file space, and erased file entries.

You cannot recover files that have been wiped. Windows Me and Windows XP System Restore can restore files that have been wiped if they are one of the protected file types. By default, many document types, such as .doc and .xls files in My Documents are protected. Windows Me and Windows XP System Restore maintains a copy of protected files. Wiping the original file does not wipe the copy that Windows Me or Windows XP System Restore maintains.

About hexadecimal values

Wipe Info uses hexadecimal values to wipe files. This provides more security than wiping with decimal values.

Hexadecimal refers to the base 16 number system. This system is used to represent numbers in the binary system, which uses the zero and one symbols in combinations to represent any number. Hexadecimal numbers are used by programmers because they are easier to write than zeros and ones.

The hexadecimal system consists of the numbers 0 to 9 and the letters A to F, used in combinations. For example, the decimal number 14 is represented as the letter E in the hexadecimal system.

In Wipe Info options, you can specify values from 00 to FF, representing numbers from 0 to 255 respectively. You can type the value using a number or a character from A to F.

About the Government Wipe process

When you select Government Wipe, Wipe Info does the following:

- The data is overwritten with 00s, and then overwritten with FFs.
- A random value, or a value that you choose from 00 to FF, is written.
- The value written is verified to ensure that it was written correctly.
- The process is repeated as many times as you specify, up to 100.

File names vs. file data

Wipe Info eliminates a file's contents from the disk, but does not remove the file name. While the file name remains on disk, it is no longer visible in Windows Explorer, and there is no data stored with it.

Warning: Never store sensitive information in a file name or attribute. This data can be replicated throughout your system without your knowledge, for example, in a list of most recently used files, or a file name search. This type of embedded information can be very difficult to remove from your computer.

Set Wipe Info options

You can specify how Wipe Info handles hidden, read-only, and system files. You can also specify the type of wipe to use. There are two types of wipes available:

- Fast Wipe overwrites the data being wiped with the hexadecimal value of your choice.
- Government Wipe is a 7-step procedure that conforms to the method specified in DoD (Department of Defense) document 5220-22-M, National Industrial Security Program Operating Manual, for the ultimate security level when eliminating data from a hard drive.

To change Wipe Info options in Windows NT, Windows 2000, or Windows XP

1. In the Norton SystemWorks main window, click **Options**.
2. In the Wipe Info main window, click **Options**.
3. On the General tab, select the options for Read-only, System, and Hidden file types.

   This tells Wipe Info how to handle these types of files.
4. On the Wipe Type tab, select one of the following:
   - Fast Wipe
   - Government Wipe
5. Select the values for Wipe Info to use when overwriting the selected files.
6. Click **Apply**.

Use the following procedure to set Wipe Info options in Windows 98 or Windows Me.

To change Wipe Info options in Windows 98 or Me

1. In the Norton SystemWorks main window, click **Options**.
2. On the Wipe Info Settings tab, check **Display Wipe Info icon on the desktop** to create a Wipe Info shortcut.
3. Type the number of times to repeat the delete when you wipe files, folders, or free space.
4. Select one of the following:
   - Fast Wipe
   - Government Wipe
5. Select the values for Wipe Info to use when overwriting the selected files.
6. Click **OK**.

Wipe files or folders

To wipe a file or folder in Windows NT, Windows 2000, or Windows XP, add it to the Wipe Info window, and then wipe it from within the window.

To wipe files or folders in Windows NT, Windows 2000, or Windows XP

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **System Maintenance**.
4. Click **Wipe Info**.
5. In the Wipe Info window, click **Browse**.
6. Do one of the following:
   - Click **Folders**.
   - Click **Files**.
7. Select the folder or file to wipe.
8. Click **Open**.
9. With the Wipe Info window open, locate a folder or file on your hard disk.
10. Drag the selected item into the Wipe Info file list.
11. Continue to drag all of the files and folders that you want to wipe into the Wipe Info list.

    If you add an item to the list by mistake, select the item and click **Remove Item(s) from list**.
12. Click **Wipe All**.
13. Click **Yes** to confirm the warning.

    All of the files in the list are wiped.

In Windows 98 or Me, Wipe Info uses a wizard to automate the wiping process.

To wipe files, folders, or free space in Windows NT, Windows 2000, or Windows XP

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton Utilities**.
3. Click **System Maintenance**.
4. Click **Wipe Info**.
5. In the Wipe Info Wizard window, select what you want to wipe.
6. Click **Next**.
7. Follow the onscreen instructions to finish the wiping process.

4

Norton CleanSweep

CHAPTER 13

Removing unwanted files and programs

When you use your computer, you sometimes install programs that remain on your hard disk after you no longer need them. It's also easy to accumulate files—for example, pictures and media files—that are used once and remain on your hard disk, taking up space. Norton CleanSweep cleans your hard disk of unwanted files and programs.

Remove unwanted files and programs

Safety Sweep makes a backup copy as it removes programs and files so that you can restore the program or file later.

Identify files that are safe to remove

Safety Sweep provides indicators that tell you how safe it is to remove various files:

- Green indicator: The file is safe to remove.

  When Safety Sweep is on, Norton CleanSweep lets you remove files with green indicators.
- Yellow indicator: The file should be deleted with caution.
- Red indicator: The file is in use or protected and cannot be removed.

  You cannot change the status of a file marked red. For more information, see "How do I delete files that Norton CleanSweep has marked red?" on page 219.

Enable and disable Safety Sweep

Enable Safety Sweep to protect important files and programs from accidental removal. Disable Safety Sweep when you want to delete previously protected files and programs.

To enable or disable Safety Sweep

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Options > Norton CleanSweep**.
3. On the Safety Sweep tab, click **On** or **Off**.
4. Click **OK**.

Remove unwanted programs

Norton CleanSweep lets you remove unwanted programs to free disk space. The Uninstall Wizard creates a backup of the program that it keeps for as long as you specify. You can use the Restore Wizard to restore these backups.

If you need to restore the program, the Backup Wizard creates a single, compressed backup file for use as a reserve, leaving all of the original files and configuration information in place. For more information, see "Backing up and restoring programs" on page 177.

You can also use the Windows shortcut menu to select a program for Norton CleanSweep to remove.

Remove a program with the Uninstall Wizard

The Uninstall Wizard displays a program tree that you can use to identify the program that you want to remove. The program tree includes the following expandable folders:

Folder	Contains
Start Menu	Programs on the Start menu
Desktop	Any shortcut icons on the desktop
Programs Monitored By Smart Sweep	Any programs that have been monitored by Smart Sweep (If you have not yet monitored any program installations, the folder is empty and the folder's description is No Programs Monitored By Smart Sweep.)
Downloads Monitored By Internet Sweep	Any ActiveX controls that have been monitored by Internet Sweep (If you have not yet monitored any ActiveX control installations, the folder is empty and the folder's description is No Downloads Monitored By Internet Sweep.)

You can restore any file or program that you have backed up. For more information, see "Backing up and restoring programs" on page 177.

To uninstall a program

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main menu, click **Norton CleanSweep > CleanUp**.
3. Click **Uninstall Wizard**.
4. Select the program to remove, then click **Next**.
5. Follow the on-screen instructions to proceed.
6. Select one of the following:
   - Finish: Remove the entire program.
   - View: View or modify the list of components that will be removed.

   For more information, see "If you want to remove only part of a program" on page 169 or "If you want to view more information about a component" on page 169.
7. Click **OK** to confirm the program removal.

   A dialog box reports the action as completed, and asks if you want to see a summary containing a detailed description of the actions performed.

To uninstall a program from the shortcut menu

1. In Windows Explorer, right-click the application to remove, then click **Uninstall Wizard**.
2. Follow the on-screen instructions to proceed.
3. Select one of the following:
   - Finish: Remove the entire program.
   - View: View or modify the list of components that will be removed.
4. Click **OK** to confirm the program removal.

   A dialog box reports the action as completed, and asks if you want to see a summary containing a detailed description of the actions performed.

If you want to remove only part of a program

You can modify components of a program that is being removed with the Uninstall Wizard. For example, if a component is shared with another program or if it contains data that you want, you might want to keep it.

To identify the components to remove

1. In the Uninstall Wizard, click **View**.

   The components that are selected to remove are checked.
2. To prevent a component from being uninstalled, uncheck its check box.
3. Click **OK**.

If you want to view more information about a component

In the program selection dialog box, you can view more information about a program component before you remove it. If the component is a text file, you can view its contents; if it is a program file, you can view its Windows system information.

To view information about a component

1. In the Uninstall Wizard, click **View**.

   The components selected for removal are checked.
2. In the dialog box, select a component to view.
3. Click **View**.
4. Click **OK**.

Use summary information

When the Uninstall Wizard is finished, a Summary dialog box displays the completed activity. This activity is also recorded in the Master Log.

The summary includes the following:

- Date and time the uninstallation was performed
- Name of the component that was uninstalled
- Backup destination, if applicable
- Description of the program
- Number of bytes deleted

For more information, see "Use the Norton CleanSweep Master Log" on page 71.

CHAPTER 14

Removing Internet clutter

When you visit a Web site, you accumulate temporary cache files, cookies, browser plug-ins, and ActiveX controls. Many of these files are used once but remain on your hard disk.

Uninstall programs and remove files

Norton CleanSweep uses the following features to uninstall programs and remove files downloaded from the Internet:

- Internet Uninstall uninstalls programs downloaded from the Internet. For more information, see "Uninstall programs downloaded from the Internet" on page 172.
- Internet Cache Cleanup removes temporary files stored by Web browsers. For more information, see "Remove Internet cache files" on page 172.
- Cookie Cleanup removes Internet cookie files. For more information, see "Manage cookies on your computer" on page 173.
- Plug-in Cleanup removes Web browser plug-ins. For more information, see "Remove unwanted plug-ins" on page 175.
- ActiveX Cleanup removes ActiveX controls downloaded from the Internet. For more information, see "Remove unwanted ActiveX controls" on page 176.

You must have a connection to the Internet, an Internet Service Provider (ISP), and Netscape Navigator (4.7 or later), or Microsoft Internet Explorer (5.5 or later) to benefit from these cleanup features. America Online users must be using the AOL Internet Explorer (OEM version 5.0 or later).

Uninstall programs downloaded from the Internet

When you browse the Internet, you sometimes download programs that you use temporarily or become obsolete. These programs remain on your hard disk, taking up space. Internet Uninstall removes these programs from your hard disk.

To uninstall a program

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main menu, click **Norton CleanSweep > Internet**.
3. Click **Internet Uninstall**.
4. Select the program to remove, then click **Next**.
5. Follow the on-screen instructions to proceed.
6. Select one of the following:
   - Finish: Remove the entire program.
   - View: View or modify the list of components that will be removed.

   For more information, see "If you want to remove only part of a program" on page 169 or "If you want to view more information about a component" on page 169.
7. Click **OK** to confirm the program removal.

   A dialog box reports the action as completed, and asks if you want to see a summary containing a detailed description of the actions performed.

Remove Internet cache files

Internet cache files are temporary files used by your Internet browser to store copies of each Web page you visit. A browser can display the page more quickly by retrieving it from the cache than by retransmitting it from the Web site. Internet Cache Cleanup frees valuable disk space. Remove your Internet cache files frequently if you use the Internet and online services often. The deleted cache information reloads automatically from the Web.

To remove cached files

1. Close your Internet browser if it is open.
2. Start Norton SystemWorks.
3. In the Norton SystemWorks main window, click **Norton CleanSweep > Internet**.
4. Click **Internet Cache Cleanup**.
5. Click **Clean**.
6. Click **Yes**.
7. Click **Finish**.

Manage cookies on your computer

Cookies are small data files that are placed on your hard disk while you are browsing the Internet. Web sites that you visit use small programs to place cookies on your hard disk so that they can track your preferences and browsing habits.

Decide which cookies to keep

All cookies are safe to remove; you do not need to back them up. However, if a cookie belongs to a Web site where you make purchases or conduct business or confidential transactions, it might contain a password or code for verification of your identity. If you remove this type of cookie, you might have to enter personal information into the Web site again.

Note: If you revisit a Web site whose cookie you removed, it creates a new cookie.

To view a cookie's information

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton CleanSweep > Internet**.
3. Click **Cookie Cleanup**.
4. Select a cookie whose information you want to view.
5. Click **View**.

Remove unwanted cookies

Before you can use Cookie Cleanup, disable Safety Sweep.

To disable Safety Sweep

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Options > Norton CleanSweep**.
3. On the Safety Sweep tab, click **Off**.
4. Click **OK**.

After you have disabled Safety Sweep, you can start Cookie Cleanup.

To remove unwanted cookies

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton CleanSweep > Internet**.
3. Click **Cookie Cleanup**.
4. Do one of the following:
   - To remove all cookies, click **Select All**.

     If cookies are marked yellow or red, Cookie Cleanup does not let you remove them. For more information, see "Identify files that are safe to remove" on page 165.
   - To mark specific cookies for removal, check the check boxes next to the cookies that you want to remove.
5. Click **Clean**.
6. In the Cookie Cleanup Wizard, follow the on-screen instructions to remove the cookies.

   It's safe to remove cookies without making backups.
7. In the Cookie Cleanup dialog box, click **Close**.

Remove unwanted plug-ins

Plug-ins enhance Web browsing by letting you view certain document types, watch video, or listen to live or recorded audio.

Plug-ins can take up significant hard disk space, so if you do not use a plug-in regularly, you can remove it. Plug-ins are safe to remove. You can back them up if you plan to use them again.

Note: Before removing plug-ins, close your Internet browser if it is open.

To remove plug-ins

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton CleanSweep > Internet**.
3. Click **Plug-in Cleanup**.
4. Do one of the following:
   - To remove all plug-ins, click **Select All**.
   - To mark specific plug-ins for removal, check the check boxes next to the plug-ins that you want to remove.
5. Click **Clean**.
6. In the Plug-in Cleanup Wizard, follow the on-screen instructions to remove the plug-ins.
7. In the Plug-in Cleanup dialog box, click **Close**.

Remove unwanted ActiveX controls

ActiveX controls enhance Web pages with interactive content. ActiveX controls activate when you visit a Web page containing ActiveX content. The first time a page is visited, its ActiveX controls are downloaded to your hard disk. Internet Sweep monitors ActiveX controls and monitors their location.

All ActiveX controls are safe to remove; you do not need to back them up. If you revisit a Web site whose ActiveX control you removed, it downloads the control again.

Norton CleanSweep does not let you remove the ActiveX controls that are used by the Windows 98 desktop. It lets you view and remove only those ActiveX controls that are downloaded from the Internet.

Note: Before removing ActiveX controls, close your Internet browser if it is open.

To remove ActiveX controls

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton CleanSweep > Internet**.
3. Click **ActiveX Cleanup**.
4. Do one of the following:
   - To remove all ActiveX controls, click **Select All**.
   - To mark specific ActiveX controls for removal, check the check boxes next to the ActiveX controls that you want to remove.
5. Click **Clean**.
6. In the ActiveX Control Cleanup Wizard, follow the on-screen instructions to remove the ActiveX controls.
7. In the ActiveX Control Cleanup dialog box, click **Close**.

CHAPTER 15

Backing up and restoring programs

Norton CleanSweep's backup feature safely compresses infrequently used programs to provide more disk space. You can move the compressed backup to a new location or copy it to a different computer. The restore feature ensures that all of the program's related files are restored when you want to use the program again.

Back up programs

The Backup Wizard creates a single, compressed backup of a program for use as a reserve in the event that you need to restore the program.

To back up a program

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton CleanSweep > Programs**.
3. Click **Backup Wizard**.
4. Select the file or program to back up.

   Backup Wizard analyzes the program.
5. Click **Next** to accept the default folder into which to store the backup.
6. Click **Finish**.
7. Click **OK**.

Delete unwanted backups

Norton CleanSweep maintains compressed backups of uninstalled files. Once you are sure that you no longer want to restore a program, you can delete the backup.

To delete a backup

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton CleanSweep > Programs**.
3. Click **Restore Wizard**.
4. Select the backup to delete.
5. Click **Delete**.
6. Click **Yes** to delete the backup.
7. Click **Cancel** to return to the Norton CleanSweep main window.

Delete a backup in response to an alert

Norton CleanSweep asks if you want to keep an existing backup or delete it to make more hard disk space available.

To delete a backup in response to an alert

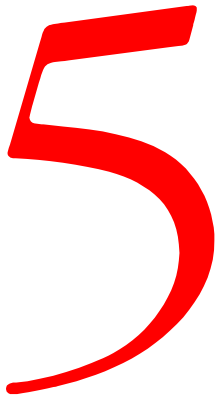
1. In the Old Backup Files alert, click **Yes**.
2. In the Restore Wizard, ensure that the item you want to delete is selected.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.

Restore a backed up program

The Restore Wizard uses a Norton CleanSweep backup to restore a program to its original state.

To restore a backed up program

1. Start Norton SystemWorks.
2. In the Norton SystemWorks main window, click **Norton CleanSweep > Programs**.
3. Click **Restore Wizard**.
4. Select the item to restore, then click **Next**.
5. Select one of the following:
   - Next: Restore all the files.
   - Only the files selected below: Specify the files to restore, then click **Next**.
6. Specify how you want Norton CleanSweep to proceed if a file being restored already exists, then click **Next**.
7. Click **Next** to have CleanSweep restore the files to the location where they were previously stored.
8. Click **Finish** to restore the backup.
9. In the Restore Complete dialog box, click **Yes** to delete the backup.
10. Click **OK**.



Norton SystemWorks Professional Products

CHAPTER 16

Sending and receiving faxes with WinFax Basic Edition

WinFax Basic Edition turns your computer into a fax machine. You can fax documents from your computer to any other fax machine. WinFax Basic Edition also provides features to manage your sent and received faxes.

WinFax Basic is installed with Norton SystemWorks Professional Edition. For more information, see "Installing Norton SystemWorks Professional Edition" on page 29.

Note: If you are running WinFax Basic Edition on Windows NT/2000/XP, consult the WinFax Basic Edition User's Guide PDF for information about using WinFax with multiple user accounts. For more information, see "Access the User's Guide PDFs" on page 75.

Configure WinFax Basic Edition

You must configure WinFax Basic Edition before you can use it. The configuration process includes setting up a communications device and providing outgoing and incoming telephone numbers and other data that lets WinFax Basic Edition perform effectively.

If you attempt to start WinFax Basic Edition before configuring it, you will be prompted to set your options.

The WinFax Basic Edition online Help includes information about configuring communications devices. For more information, see "Use online Help" on page 73.

To configure WinFax after installing

1. Do one of the following:
   - On the Windows taskbar, click **Start > Programs > Norton SystemWorks > WinFax Basic Edition > Configure WinFax Basic Edition**.
   - On the Windows XP taskbar, click **Start > All Programs > Norton SystemWorks > WinFax Basic Edition > Configure WinFax Basic Edition**.
2. In the WinFax Basic Edition Setup-CSID (calling station identifier) dialog box, type an ID, fax number, and voice phone number.
3. Click **Next**.
4. Select a modem or communications device.

   If you want to add a different device, click **Add** and follow the on-screen instructions.
5. Click **Next**.
6. Follow the on-screen instructions to test the selected modem or communications device.
7. Click **Next**.
8. Specify if you want fax features to load at startup.
9. Click **Next**.

   WinFax notifies you when setup is complete.
10. Click **Finish**.

After WinFax Basic Edition is installed, you can adjust WinFax settings at any time.

To change WinFax Basic Edition options

1. In the SystemWorks main window, click **Options > WinFax**.
2. In the WinFax Basic Edition Program Setup dialog box, double-click an icon.

   Some icons represent features that are available only in WinFax Professional Edition. If you click an icon for an option that is unavailable, a message informs you that this option is not available in WinFax Basic Edition.
3. In the items Properties dialog box, make the changes that you want.
4. Click **OK**.
5. When you are finished making changes to all of the available options, click **Close**.

Access WinFax Basic Edition

You can start WinFax Basic Edition the same way that you start any other Windows program. You can also start WinFax using the Controller.

Start the WinFax Controller

Use the WinFax Controller tray icon to access WinFax features from any program. The Controller icon changes to represent the action that WinFax Basic Edition is currently performing. For more information about the icons, see the online Help. To use the WinFax Controller, it must be active.

To start the Controller

- Do one of the following:
  - On the Windows taskbar, click **Start > Programs > Norton SystemWorks > WinFax Basic Edition > Controller**.
  - On the Windows XP taskbar, click **Start > All Programs > Norton SystemWorks > WinFax Basic Edition > Controller**.

  The Controller icon appears in the Norton Tray Manager.

You can use the following procedure to access other features of WinFax Basic Edition.

To access WinFax features

1 Do one of the following:

- In the Norton SystemWorks main window, click **WinFax**.
- On the Windows taskbar, click **Start > Programs > Norton SystemWorks > WinFax Basic Edition**.
- On the Windows XP taskbar, click **Start > All Programs > Norton SystemWorks > WinFax Basic Edition**.

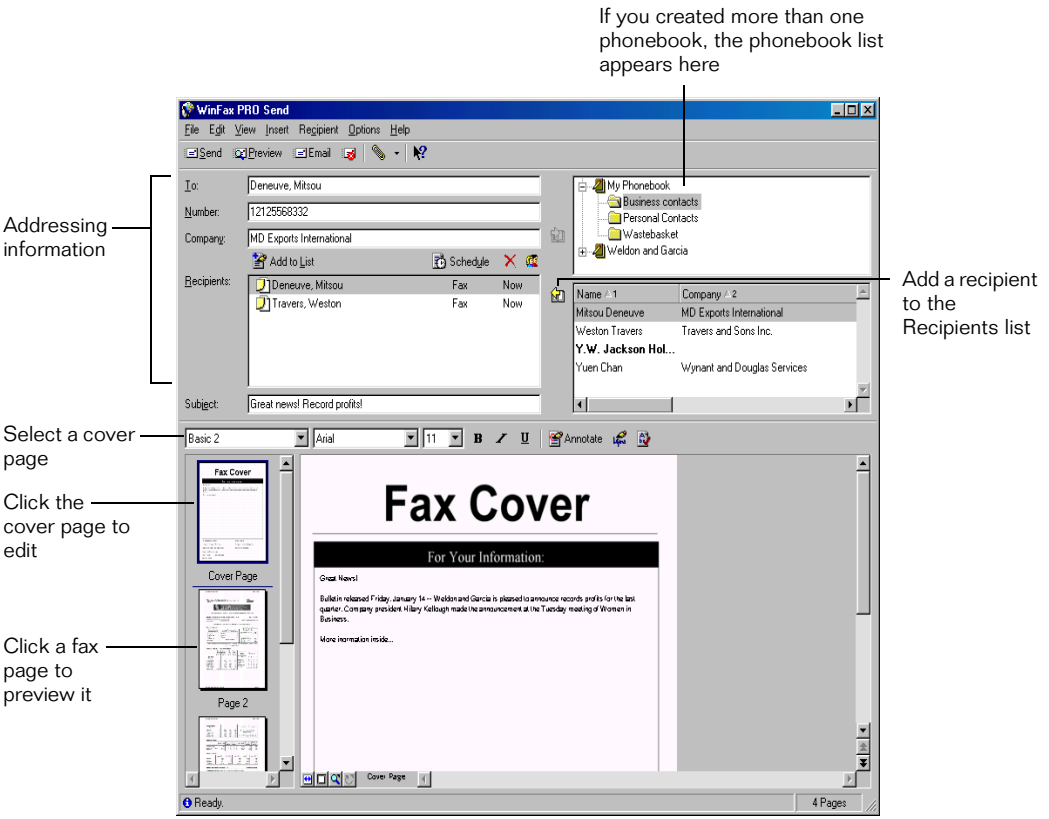
2 Click an item on the menu:

Feature	Description
Controller	Windows System Tray icon that provides quick access to all WinFax Basic Edition features
Cover Page Wizard	Steps you through creation of a cover page for your fax
Install Directory	Displays the directory in which your faxes are stored
Program Setup	Reconfigure WinFax Basic Edition settings
Send New Fax	Launches a dialog box where you can enter all the information you need to send a fax and cover page
WinFax Basic Edition Message Manager	Retrieve, store, and organize messages
WinFax User's Guide	Opens the WinFax User's Guide PDF

Send a fax

With WinFax Basic Edition, you can send a single document or multiple documents from within WinFax or from another application. You do not have to be connected to the Internet to send a fax.

From the Send window, you can add recipients, select and customize cover pages, select documents to fax, change faxing options, and preview your fax.



To prepare a document for faxing

1. In the Norton SystemWorks main window, click **WinFax**.
2. Click **Send New Fax**.
3. On the Insert menu, click **Files**.
4. In the Insert Files dialog box, locate and select the file.

   To send multiple documents, shift-click to select all the documents that you want to include in the fax.
5. Click **OK** when you have selected all the documents that you want to send.
6. In the Printing Preferences dialog box, specify print options, then click **OK**.

   WinFax converts the file to fax format and previews the fax in the thumbnail area of the Send window.
7. In the Send dialog box, enter information in the remaining fields.

   For more information, see "Address and send the fax" on page 189.

Select a document to fax from another program

Use this method if you want to view or modify the document before faxing.

If you start your fax by printing to WinFax from another program, formatting changes might occur in your document when you select a WinFax printer. Setting your printer to a WinFax printer driver before creating documents minimizes formatting changes, but it might also limit your selection of available fonts.

To fax a document from another program

1. In the program from which you want to fax, open a document.
2. On the program's File menu, click **Print**.
3. Select a WinFax printer (High Quality or Photo Quality).
4. Click **Print**.

   WinFax converts the file to fax format and opens the Send dialog box with the document you printed displayed in the fax preview area.
5. In the Send dialog box, enter information in the remaining fields.

   For more information, see "Address and send the fax" on page 189.

Address and send the fax

After you have identified the document or documents, you are ready to address and send the fax.

To address and send a fax

1. In the Norton Tray Manager, right-click the Controller, then click **Send New Fax**.
2. In the WinFax Basic Edition Send dialog box, do one of the following:
   - Type the recipient's name and fax number in the To and Number fields.
   - Select a recipient for the fax from the Recipient list.
3. Complete any of the following optional steps:
   - Select more than one recipient by clicking **Add To List**.
   - Add a subject in the Subject field.
   - Add and customize a cover page.
   - Change the fax resolution.
   - Preview the fax document by double-clicking its thumbnail.
4. Click **Send**.

   If you included a cover page and did not fill in the text area, Filler starts.
5. Fill in the cover page text and click **Send**.

You can monitor the fax transmission by means of the Symantec Message Manager Line Status message box. Until the fax is sent successfully, it appears in the Outbox in the Logs window. For more information, see "Use online Help" on page 73.

Receive and view faxes

The WinFax Basic Edition Message Manager lets you receive and view faxes. You can continue working in other Windows programs while WinFax receives faxes in the background.

Prepare to receive faxes

To receive faxes, you must have the Message Manager or the Controller running. You can have WinFax answer all incoming calls or specify which calls it answers.

To configure WinFax Basic Edition to receive faxes automatically

1. Do one of the following:
   - On the Windows taskbar, click **Start > Programs > Norton System Works > WinFax Basic Edition > Program Setup**.
   - On the Windows taskbar, click **Start > All Programs > Norton System Works > WinFax Basic Edition > Program Setup**.
2. In the WinFax Basic Edition Program Setup dialog box, double-click **Receive**.
3. On the General tab, click the modem or device that you want to use to receive faxes.
4. Check the check box next to **Automatically Answer Incoming Calls**.
5. Click **OK**.

Receive faxes

If WinFax is configured to receive faxes automatically, it answers an incoming call after the number of rings that you specify. If WinFax is configured to receive faxes manually, you must start the fax reception yourself.

To manually start fax reception

1. Do one of the following:
   - If you know the call is a fax, do not pick up the handset.
   - If you have picked up the telephone handset and hear an incoming fax tone, do not hang up.
2. In the Norton Tray Manager, right-click the Controller icon and click **Manual Receive Now**.

   If you have picked up the handset, hang it up when you hear your modem pick up the line.

View faxes

After WinFax has received a fax, you can use the Message Manager to view the fax. All unread faxes appear in bold. If the WinFax Controller is active, it flashes to indicate new messages.

To view a fax

1. In the Norton Tray Manager, right-click the Controller icon, then click **Start Message Manager**.
2. On the Go menu, click **Receive Log**.
3. In the record list, select the fax that you want to view.
4. On the File menu, click **Open**.

CHAPTER 17

Copying disk images with Norton Ghost

Norton Ghost lets you clone and image your hard drive. You can copy disk images to removable media, and then restore entire images or individual files and directories. You can also clone directly to another computer via parallel ports or NetBIOS interfaces.

You can use Norton Ghost cloned images to migrate data files, applications, and system settings when replacing an old computer with a new one. You can clone an entire hard drive when upgrading your hardware; create compressed hard disk backups; and restore disk images during disaster recovery.

Note: Norton Ghost is a DOS-based application. You must be running in DOS to create disk images. You cannot run Norton Ghost within Windows NT, Windows 2000, Linux, OS/2, or other non-DOS operating systems. To use Norton Ghost on a computer running a non-DOS operating system, use a Ghost boot disk.

How Norton Ghost works

With your computer started in DOS, Norton Ghost can clone, or create an exact byte-by-byte copy of, a disk or partition (virtual drive) on a disk. You can transfer the clone to another disk or partition in the same computer or to another connected computer.

In addition to immediately transferring the clone of a disk or partition to a new location, Norton Ghost can save an image of the clone to another disk or removable media. You can store the image file as a backup and use it with Norton Ghost to restore a partition or disk.

About restoring and recovering data

Restoring and recovering have different meanings when referring to computer files and data. When a file or data is damaged or lost, first try to recover the damaged or lost information using tools such as Norton Disk Doctor or UnErase Wizard. These tools repair or undo the damage done to a file or data. It is always best to try to recover, rather than restore, a damaged file. If you are unable to recover the file or data, you can restore an undamaged copy. Restoring a file replaces a damaged file with a copy made before it was damaged. Restoring a file returns it to the state it was in when you made the backup. Any changes that you made after the date of the backup are lost when you restore a file. Tools such as Norton Ghost, Image, or GoBack 3 Personal Edition can be used to restore a file if recovery fails.

About using DOS

Unlike Windows, a graphical user interface that you can control with the mouse, DOS (disk operating system) is controlled with the keyboard. You use DOS by typing commands at a prompt or selecting items on the screen using the arrow keys and Enter key on your keyboard.

To bypass Windows when you start your computer, insert a Norton Ghost boot disk into your floppy disk drive before you start your computer. The Norton Ghost boot disk contains a copy of DOS and the Ghost program.

About DOS command-line parameters

Creating boot disks might require you to enter DOS command line parameters. Command line parameters let you configure the Norton Ghost boot disks to match your computer's configuration. Information about the available DOS parameters is included in the Norton Ghost User's Guide PDF on the Norton SystemWorks CD. For more information, see "Access the User's Guide PDFs" on page 75.

What you can do with Norton Ghost

Norton Ghost can help you:

- Upgrade your hard drive

  Use Norton Ghost to create a copy of your hard disk before upgrading to another one. Create an image file on removable media, or clone directly to another computer using a network, USB, or parallel connection. For even greater flexibility, Norton Ghost supports Linux EXT2, as well as Microsoft FAT and NTFS file systems. Norton Ghost determines the partition sizes for the destination drive automatically. Once the hard disk is installed, you can restore saved files by cloning the old hard disk onto the new hard disk, or restoring a saved image file.

- Back up and restore your computer

  Use Norton Ghost to create an image file of your computer on removable media, such as CD-R/RW, ZIP disks, and JAZ disks, and back up an entire hard disk or selected partitions. Use it for weekly backups or specific events, such as the installation of a new operating system. If you run out of space when backing up to a removable disk, Norton Ghost prompts you to insert another disk or save to an alternate location. Once an image is created, you can use Norton Ghost to restore the hard disk or any of the saved partitions.

Norton Ghost is comprised of several features you can use to create and manage disk images:

Feature	Description
Ghost Boot Wizard	Create boot disks you can use to start your computer and run Norton Ghost. The Ghost Boot Wizard can create three types of boot disks: Boot disks with CD-R/RW, LPT, and USB support: Use Norton Ghost on a single computer. You can write Ghost images to a CD, run Ghost on computers with LPT and USB support, or run Ghost from the boot disk. Peer-to-peer network boot disks: Create boot disks that provide network support for TCP/IP peer-to-peer connections using the network card on your computer. CD-ROM boot disks: Create a boot disk with generic CD-ROM drivers that let you access images stored on a CD.
Ghost.exe	Create images of disks and partitions. In the Ghost executable, you can access disk cloning procedures, clone between one disk and another, clone a disk to or from an image file, or clone between partitions.
Ghost Explorer	Manage a Ghost image file, view image file contents, select individual files, and perform other activities with the contents of a Ghost image file.
GDisk/GDisk32	Create partitions, reinstall Master Boot Records, and delete and wipe your disks in many different ways. This DOS-based program is a replacement for the Fdisk and Format utilities.

Make Norton Ghost boot disks

Boot packages let you complete a number of different cloning tasks. For any given task, the Ghost Boot Wizard guides you through selecting the settings and drivers.

Before creating a boot disk, place a blank floppy disk into your floppy disk drive.

If you want to use MS-DOS on your Norton Ghost boot disk

If you want to use MS-DOS instead of PC-DOS on your Ghost boot disk, MS-DOS files must exist on your computer. When Ghost detects the presence of MS-DOS, the Get MS-DOS option is enabled.

To use MS-DOS in the creation of your Norton Ghost boot disk

1. Format a floppy disk with the Add system files option checked.
2. Insert the formatted floppy disk into drive A.
3. Click **Get MS-DOS.**

Types of boot disks that you can create

You can create boot disks with CD-R/RW, LPT, and USB support, boot disks with network support, and boot disks with CD-ROM support.

Create a boot disk with CD-R/RW, LPT, and USB support

Boot disks with CD-R/RW, LPT, and USB support let you run GhostPE.exe from a floppy disk, write Ghost images to a CD-R/RW, and run Ghost on computers with LPT and USB support.

To create a boot disk with CD-R/RW, LPT, and USB support

1. In the Norton SystemWorks main window, click **Norton Ghost > Ghost Boot Wizard**.
2. In the Ghost Boot Wizard window, click **Boot Disk with CD-R/RW, LPT, and USB support**.
3. Click **Next**.
4. In the Peer-to-Peer Services window, select one or more of the following:
   - USB support: Add USB support to the boot disk.
   - LPT support: Add LPT support to the boot disk.
   - Advanced: Change your LPT configuration.

     The default mode is ECP/EPP High Speed. If you are having problems with your LPT connection, set the mode to Bidirectional 8bit or Bidirectional 4bit. The next time that you create a boot disk, the mode is reset to the default ECP/EPP High Speed.

     If you have multiple parallel ports and want to connect via any port other than the default LPT1, use the LPT port option to specify the port into which your cable is plugged. If you cannot get a connection with the default LPT port, you can connect to a specific port.
5. Click **Next**.
6. Select one of the following:
   - Use PC-DOS: Include PC-DOS on the boot disk.
   - Use MS-DOS: Include MS-DOS on the boot disk.

   For more information, see "If you want to use MS-DOS on your Norton Ghost boot disk" on page 197.
7. Click **Next**.
8. Select the location of GhostPE.exe.

   The default path to the Norton Ghost executable appears in the GhostPE.exe field.

9 In the Parameters field, type any required command-line parameters.

The Norton Ghost User's Guide PDF on the SystemWorks CD contains detailed information about command-line parameters. For more information, see "Access the User's Guide PDFs" on page 75.

10 Click **Next**.

11 Confirm the destination drive.

For more information, see "Confirm the destination drive" on page 202.

12 Confirm that the settings are what you expected and click **Next**.

13 In the Format dialog box, click **Start**.

14 When the floppy disk format is complete, click **Close**.

Norton Ghost copies the appropriate boot files onto the floppy disk.

15 Click **Finish**.

Create a boot disk with network support

Before starting this process, you need to know the types of network cards that are installed in your computers. Unless you use the multicard template, you must create a boot disk for each network card.

To create a boot disk with network support

1 In the Norton SystemWorks main window, click **Norton Ghost > Ghost Boot Wizard**.

2 In the Ghost Boot Wizard window, click **Peer-to-Peer Network Boot Disk**.

3 Click **Next**.

4 Select the network driver for the make and model of the network card installed on your computer.

If the correct driver isn't in the list, add the driver. For information on creating a new network driver template, see the online help.

If you select the multicard template, you can select multiple drivers on the following dialog box.

5 Click **Next**.

6 Select one of the following:

- Use PC-DOS: Include PC-DOS on the boot disk.
- Use MS-DOS: Include MS-DOS on the boot disk.

For more information, see "If you want to use MS-DOS on your Norton Ghost boot disk" on page 197.

7 Click **Next**.

8 Select the location of GhostPE.exe.

The default path to the Norton Ghost executable appears in the GhostPE.exe field.

9 In the Parameters field, type any required command-line parameters.

The Norton Ghost User's Guide PDF on the SystemWorks CD contains detailed information about command-line parameters. For more information, see "Access the User's Guide PDFs" on page 75.

10 Click **Next**.

11 Select one of the following:

- DHCP will assign the IP settings: Your network contains a DHCP server.
- The IP settings will be statically defined: Complete the fields below this option if your network does not contain a DHCP server. Your network administrator can provide the values for these fields.

12 Click **Next**.

13 Confirm the destination drive.

For more information, see "Confirm the destination drive" on page 202.

14 Confirm that the settings are what you expected and click **Next**.

15 In the Format dialog box, click **Start**.

16 When the floppy disk format is complete, click **Close**.

Norton Ghost copies the appropriate boot files onto the floppy disk.

17 Click **Finish**.

Create a boot disk with CD-ROM support

Boot disks with CD-ROM support let you access images stored on CD-ROM.

To create a boot disk with CD-ROM support

1. In the Norton SystemWorks main window, click **Norton Ghost > Ghost Boot Wizard**.
2. In the Ghost Boot Wizard window, click **CD-ROM Boot Disk**.
3. Click **Next**.
4. Select one of the following:
   - Use PC-DOS: Include PC-DOS on the boot disk.
   - Use MS-DOS: Include MS-DOS on the boot disk.

   For more information, see "If you want to use MS-DOS on your Norton Ghost boot disk" on page 197.
5. Click **Next**.
6. Select the location of GhostPE.exe.

   The default path to the Norton Ghost executable appears in the GhostPE.exe field.
7. In the Parameters field, type any required command-line parameters.

   The Norton Ghost User's Guide PDF on the SystemWorks CD contains detailed information about command-line parameters. For more information, see "Access the User's Guide PDFs" on page 75.
8. Click **Next**.
9. Confirm the destination drive.

   For more information, see "Confirm the destination drive" on page 202.
10. Confirm that the settings are what you expected and click **Next**.
11. In the Format dialog box, click **Start**.
12. When the floppy disk format is complete, click **Close**.

    Norton Ghost copies the appropriate boot files onto the floppy disk.
13. Click **Finish**.

Confirm the destination drive

The destination drive window lets you change the floppy disk drive you want to use, the number of boot disks to create, and the method Norton Ghost Boot Wizard uses to format the floppy disk.

To confirm the destination drive

1. In the Floppy disk Drive field, select the letter of the drive that you want to use to create the boot disk.
2. In the Number of disks to create field, type the number of disks that you want to create.
3. Select one of the following:
   - Format disk(s) first: Format the disks before disk creation.
   - Quick Format: Perform a quick format.
4. Click **Next**.

Start the Norton Ghost executable

The Norton Ghost executable is a DOS-based application that should run in DOS mode outside of Windows. Running Norton Ghost in DOS may require additional DOS drivers to let Norton Ghost access and use some hardware.

Note: Running Norton Ghost from within Windows 98 is not supported.

To start the Norton Ghost executable

- Do one of the following:
  - Start the computer using a Ghost Boot Disk. For more information, see "Make Norton Ghost boot disks" on page 197.
  - For Windows 98 computers, start in DOS and at the DOS prompt, type:

    C:> \progra~1\Norton~1 \Norton~1\ghostpe.exe

Find the Norton Ghost license number

You must have your Norton Ghost license number before you can restore a disk image. Norton Ghost prompts you for the license number when you copy an image file to a computer. The license number for your copy of Norton Ghost appears each time you start Norton Ghost.

To find the Norton Ghost license number

- Start Norton Ghost.

  The license number appears on the splash screen in the License Number field.

Clone a disk

Norton Ghost can clone from disk to disk or partition to partition, and disk or partition to image file, and image file to disk or partition. The procedure is similar for all cloning variations. The following procedure describes the basic process. Specific procedures follow.

To clone a disk (basic process)

1. Start the Norton Ghost executable.

   For more information, see "Start the Norton Ghost executable" on page 202.

2. Add command-line switches, if necessary.

   The Norton Ghost User's Guide PDF on the SystemWorks CD contains detailed information about command-line parameters. For more information, see "Access the User's Guide PDFs" on page 75.

3. Select the transfer method.
4. Select the Norton Ghost operation.
5. Do one of the following:
   - Select the source hard disk and partitions.
   - Select the image file.
6. Select the destination disk and partitions.

   Make sure that you select the correct destination to overwrite. In most cases, you cannot recover data from an incorrectly selected destination disk.

7. Complete the cloning operation.

Clone disks and partitions

When you clone one disk or partition to another, Norton Ghost copies the contents of the source disk or partition over the target.

Cloning type	Description
Disk to disk/partition to partition	Replace an entire disk or partition using one of the following transfer methods: Local LPT > Master USB > Master TCP/IP > Master
Disk or partition to image file	Copy a disk to an image file on another disk. If you copy the image file to a CD, write to a bootable CD. If a boot disk is placed in the floppy disk drive before the cloning session begins, Norton Ghost copies the system files from the boot disk onto the CD. You can compress the image file and span it over several volumes.
Image file to disk or partition	Copy an existing image file to a disk. If the image file is spanned, you can restore all of the segments.

Clone disk to disk or partition to partition

When you clone disk to disk, Norton Ghost copies the contents of one hard disk onto another.

To clone disk to disk or partition to partition

1. Start the Norton Ghost executable.

   For more information, see "Start the Norton Ghost executable" on page 202.
2. On the Norton Ghost main menu, select one of the following:
   - Local > Disk > To Disk
   - Local > Partition > To Partition
3. In the License field, type your license number.
4. Click **OK**.
5. In the Source Drive dialog box, select the source drive.

   The Source Drive dialog box shows the details of every disk that Norton Ghost finds on the local computer.
6. In the Destination Drive dialog box, select the destination drive.

   Choose carefully as this is the disk that will be overwritten.

   If a peer-to-peer connection method is used, the destination drive will be any of the slave computer's disks. However, if this is a local disk-to-disk copy, then the source disk is unavailable for selection.
7. Confirm or change the destination drive partition layout.

   The Destination Drive Details dialog box shows a suggested partition layout for the destination drive.
8. Click **OK**.
9. When the Proceed with Disk Clone? question appears, check the details and ensure that the correct options are selected.

10 Select one of the following:

- Yes: Proceed with the disk cloning.

  The system performs an integrity check of the file structure on the source disk, and then copies the source disk to the destination. If you need to abort the process press Ctrl-C, but be aware that this leaves the destination disk in an unknown state.

- No: Return to the menu.

11 Remove the second disk from the computer.

Warning: You must physically remove or disconnect the second hard disk before restarting your computer. If you leave the second hard disk in your computer, damage can occur to the operating systems on both disks.

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12 Restart the computer when the disk clone is complete.

13 Run Norton Ghost Integrity Check, Norton Disk Doctor, ScanDisk, or a similar utility to verify the integrity of the destination disk.

Clone a disk or partition to an image file

You can copy a disk or partition to another disk or to an image file as a backup file. The image file may reside on a local drive (but not the one from which you are copying). Local drives include writable CD, tape, ZIP, JAZ, and LS120 Superdisk drives.

When using peer-to-peer connections, the image file is created on the slave computer.

If you write the image file to a CD, write to a bootable CD. If a boot disk is placed in the floppy disk drive before the cloning session begins, Norton Ghost copies the system files from the boot disk onto the CD.

Compression may affect the speed of operations. When you select a compression level, Norton Ghost estimates the amount of space available for the destination image file. If there is insufficient space, Norton Ghost prompts you to enable spanning of image files.

To clone a disk or partition to an image file

1 Start the Norton Ghost executable.

  For more information, see "Start the Norton Ghost executable" on page 202.

2 On the Norton Ghost main menu, select one of the following:

- Local > Disk > To Image
- Local > Partition > To Image

3 In the Source Drive dialog box, select the source disk or partition.

The Source Drive dialog box shows details of every disk that Norton Ghost finds on the local computer.

4 Click **OK**.

5 In the File Locator dialog box, type the image file destination and name.

6 In the Image file description dialog box, type a description of the image file.

You can modify this description with Ghost Explorer.

7 Click **Save**.

8 In the Compress Image File? dialog box, select one of the following:

- No for no compression (high speed)
- Fast for low compression (medium speed)
- High for high compression (slower speed)

9 If spanning is enabled, click **Yes** and type a destination path for the next span of the image file.

10 In the Proceed with Image File Creation? dialog box, check the details and ensure that the correct options have been selected.

11 Select one of the following:

- Yes: Proceed with the image file creation.

  Norton Ghost performs an integrity check of the file structure on the source disk and then copies the source disk to the destination image file. If you need to abort the process, press Ctrl-C, but be aware that this leaves the destination image file in an unknown state.

- No: Return to the menu.

12 On the main menu, click **Check > Image File** to verify the integrity of the image file.

Use the image to clone or restore a disk or partition

You can load a copy of one disk to another disk using a previously created image file.

To restore a disk or partition from an image file

1. Start the Norton Ghost executable.

   For more information, see "Start the Norton Ghost executable" on page 202.
2. On the Norton Ghost main menu, select one of the following:
   - Local > Disk > From Image
   - Local > Partition > From Image
3. In the File Locator dialog box, do one of the following:
   - Type the path and file name of the image file.
   - Click **Browse** to locate the image file.
4. Select the drive or device.
5. Select the full path name.

   The image file may reside on a local drive (but not the one to which it is being copied). When using peer-to-peer connections, the file is located on the slave computer.
6. Press **Enter**.
7. In the License field, type your license number.
8. Click **OK**.
9. In the Destination Drive dialog box, select the destination drive.

   Choose carefully as this is the disk that will be overwritten.

   The Destination Drive dialog box shows the details of every drive that Norton Ghost finds on the local computer. If you are copying from the local computer, the disk containing the source image file is not available for selection.

10 In the Destination Drive Details dialog box, confirm or change the destination drive partition layout.

   The Destination Drive Details dialog box shows a suggested partition layout for the destination drive. By default, Norton Ghost tries to maintain the same size ratio between the new disk partitions. However, you should note the following:

   - You can change the size of any target FAT, NTFS, or Linux Ext2 partition by entering the new size in megabytes.
   - You cannot enter a value that exceeds the available space, is beyond the file system's limitations, or is not large enough to contain the data held in the source partition.

11 Click **OK**.

12 Select one of the following:

   - Yes: Proceed with the disk cloning.

     The system performs an integrity check of the file structure on the source disk, and then copies the source disk to the destination. If you need to abort the process press Ctrl-C, but be aware that this leaves the destination disk in an unknown state.

   - No: Return to the menu.

13 If spanning is enabled, select one of the following:

   - OK: Continue on the same form of media.
   - Filename: Restore from a different location. Type the location and file name of the image file span.

14 Restart the computer when the disk image load is complete.

15 Run Norton Ghost Integrity Check, Norton Disk Doctor, ScanDisk, or a similar utility to verify the integrity of the destination disk.

If you have a CD-R/RW drive

You can use Norton Ghost to write disk images to your writable CDs. You must have a boot disk containing the CD-R/RW drivers with which to start the computer and access the CD-R/RW drive.

To write an image file to a CD-R/RW

1. Create a Boot Disk with CD-R/RW, LPT, and USB Support using the Ghost Boot Wizard.

   For more information, see "Create a boot disk with CD-R/RW, LPT, and USB support" on page 198.

2. Create a CD-ROM Boot Disk using the Ghost Boot Wizard.

   For more information, see "Create a boot disk with CD-ROM support" on page 201.

3. Insert the Boot Disk with CD-R/RW, LPT, and USB Support created in step 1 into the computer's floppy disk drive and restart the computer.

   For more information, see "Start the Norton Ghost executable" on page 202.

4. Create an image of the computer, selecting the CD-R/RW drive as the destination drive.

   For more information, see "Clone a disk or partition to an image file" on page 206.

   Norton Ghost lets you make the CD bootable during the creation of the image file. To make the CD bootable, follow the on-screen instructions.

5. When prompted for the required files, insert the CD-ROM Boot Disk created in step 2.

Manage your Norton Ghost images

After creating disk images, you can view their contents, add and delete files, restore files, and perform other tasks with Ghost Explorer.

About Ghost Explorer

The Ghost Explorer utility lets you manage files saved as part of a disk image. Using Ghost Explorer, you can:

- View image file contents and save a list of files within an image file.
- Restore files or directories from an image file.
- Add, move, copy, delete, and launch files from within an image file.
- Use drag-and-drop or cut-and-paste functionality to add files and directories from Windows Explorer to the image file.
- Set span sizes.
- Add a description to an image file.

Note: Right-click a file or directory in Ghost Explorer to access a list of file commands.

To open Ghost Explorer

- On the Windows taskbar, click **Start > Programs > Norton SystemWorks > Norton Ghost > Ghost Explorer**.

For more information on Ghost Explorer

The Norton Ghost User's Guide PDF on the SystemWorks CD contains detailed information about using Ghost Explorer. For more information, see "Access the User's Guide PDFs" on page 75.

About GDisk

GDisk lets you create partitions, reinstall Master Boot Records, and delete and wipe your disks in many different ways.

GDisk is a complete replacement for the Fdisk and Format utilities that offers:

- On-the-fly formatting
- Extensive partition reporting
- High security disk wiping
- The ability to hide a partition or make a hidden partition visible

Unlike Fdisk, which uses interactive menus and prompts, GDisk is command-line driven. This offers quicker configuration of a disk's partitions and the ability to define GDisk operations in a batch file.

Two versions of GDisk are supplied with Norton Ghost: GDisk and GDisk32. GDisk runs in DOS and GDisk32 runs from the Windows MS-DOS prompt. Both versions use the same command-line switches.

To run GDisk

1. Start your computer in DOS mode.
2. At the DOS prompt, type **GDisk** followed by the required disk and switches.

To run GDisk32

1. On the Windows taskbar, click **Start > Programs > MS-DOS Prompt**.
2. At the DOS prompt, type **GDisk32** followed by the required disk and switches.

For more information on GDisk

The Norton Ghost User's Guide PDF contains detailed information about using GDisk. For more information, see "Access the User's Guide PDFs" on page 75.

6

Appendix

APPENDIX A

Troubleshooting Norton SystemWorks

The information in this chapter will help you solve the most frequently encountered problems.

If you can't find the solution to your problem here, there is a wealth of information on the Symantec Web site. You can find a troubleshooter, updates, patches, online tutorials, knowledge base articles, and virus removal tools. Point your browser to www.symantec.com/techsupp/

Note: Troubleshooting advice for Norton Ghost and WinFax is included in their User's Guide PDFs on the CD. For more information, see "Access the User's Guide PDFs" on page 75.

If you are having problems due to a bad program installation or system crash and you installed GoBack 3 Personal Edition before the problems began, GoBack 3 Personal Edition can revert your hard disk to a stable state with the least effort. For more information, see "Revert your hard disk with GoBack 3 Personal Edition" on page 79.

Troubleshooting Norton SystemWorks

Use these suggestions to help solve problems encountered while running Norton SystemWorks.

My Rescue Disk does not work

Note: Rescue Disks are available only for Windows 98 and Windows Me.

Due to the number of product-specific technologies used by manufacturers to configure and initialize hard drives, the Rescue program cannot always create a bootable disk automatically. If your Rescue Boot Disk does not work properly, do one of the following:

- If you have access to another computer, create Emergency Disks and use them to restart your computer. For more information, see "Create Emergency Disks" on page 57.
- If you have a special startup disk for your computer, add it to your Rescue Disk set. In an emergency, start from that disk. Remove the disk and insert your Rescue Boot Disk. At the DOS prompt, type A:RSHELL, press Enter, then follow the on-screen instructions.
- Use the Disk Manager or similarly named program that came with your computer to make your Rescue Boot Disk bootable. Make sure to test your modified Rescue Boot Disk.

Sometimes, your Rescue Boot Disk does not work properly because you have more than one operating system installed such as Windows NT and Windows 98.

To modify your Rescue Boot Disk

1. Start from your hard drive.
2. Insert your Rescue Boot Disk into drive A.
3. At the DOS prompt, type **SYS A:**
4. Press **Enter**.

For more information, see "Update your Rescue Disks" on page 60.

The alert tells me to use my Rescue Disks, but I did not create them

You can create Emergency Disks with your Norton SystemWorks CD. Although they are not as powerful as the Rescue Disks that you create, you can use the Emergency Disks to recover from most common emergencies. For more information, see "Create Emergency Disks" on page 57.

You can also use the Norton SystemWorks CD as an Emergency Disk if your computer can start from the CD-ROM drive. For more information, see "If your computer won't start" on page 12.

I cannot start from drive A

If your computer does not check drive A first on startup, use your computer's Setup program to change settings.

Be careful when making changes using your computer's Setup program. If you have never used it before, you may want to refer to your computer manufacturer's documentation.

To change your computer's settings

1. Restart your computer.
2. A message appears telling you the key or keys to press to run SETUP.
3. Press the key or keys to launch the Setup program.
4. Set the Boot Sequence to boot drive A first and drive C second.
5. Setup programs vary from one manufacturer to the next. If you cannot find the Boot Sequence option, use the Setup program's Help system, refer to the documentation that came with your system, or contact your system's manufacturer.
6. Save the changes, then exit the Setup program.

You may need to use a special boot disk rather than the Rescue Boot Disk. In this case, use the boot disk or startup disk that came with your computer.

If your computer is set up with more than one operating system, such as Windows 2000 and Windows 98, you may need to modify the Rescue Boot Disk. For more information, see "My Rescue Disk does not work" on page 216.

I get an error when testing basic Rescue Disks

If you get the message Non-system disk, replace disk and press any key when testing your Rescue Disks, the Rescue program may not have prepared the floppy boot files correctly.

To repair the Rescue Boot Disk without having to reformat the disk and create a new Rescue Disk set

1. Remove the Rescue Boot Disk and restart your computer.
2. Insert the Rescue Boot Disk into the floppy disk drive.
3. On the Windows taskbar, click **Start > Run**.
4. In the Run dialog box, type **SYS A:**
5. Click **OK**.

Troubleshooting Norton CleanSweep

Use these suggestions to help solve problems encountered while running Norton CleanSweep.

I can't install Norton CleanSweep

- Installation issues

  You should disable the Fast & Safe Cleanup Scheduler before reinstalling or uninstalling Norton CleanSweep.

  Do not install an older version of Norton CleanSweep over this version. If you want to install a previous version of Norton CleanSweep, uninstall this version first, restart your computer, and then install the older version.

- System requirements issues

  Check that your computer meets the minimum system requirements to install Norton SystemWorks. For more information, see "System requirements" on page 29.

  While most components of Norton CleanSweep might function correctly, you should not use Norton CleanSweep in a multiple processor environment.

How do I delete files that Norton CleanSweep has marked red?

Items marked red indicate that their removal might endanger the stability of your computer's system files. Norton CleanSweep does not let you delete files marked red. You should not remove these files unless you are sure that they are not essential. To remove the files, use Windows Explorer.

I get an error message that Csinject is causing a problem

Csinject is one of the components of Smart Sweep. This file is necessary to monitor program installations. When Norton CleanSweep prompts you to shut down all running programs before installing a program, this component should not be shut down.

The following are essential components of Smart Sweep:

- Csinsm32.exe
- Csinject.exe
- Csinsmnt.exe (Windows NT, 2000, and XP only)

Smart Sweep is not detecting any changes on any installation

This problem occurs when background applications are running. Check to see if any applications are running before you install the application that you want to monitor. The best way to ensure that no applications are running is to restart your computer. For more information, see the Symantec knowledge base on the Web at service.symantec.com.

Troubleshooting Norton AntiVirus

Use these suggestions to help solve problems encountered while running Norton AntiVirus.

Norton AntiVirus Auto-Protect does not load when I start my computer

If the Norton AntiVirus Auto-Protect icon does not appear in the lower-right corner of the Windows taskbar, Auto-Protect is not loaded. There are three likely reasons this is happening.

You may have started Windows in safe mode. Windows restarts in safe mode if the previous shutdown did not complete successfully. For example, you may have turned off the power without choosing Shut Down on the Windows Start menu.

To restart Windows

1. On the Windows taskbar, click **Start > Shut Down**.
2. In the Shut Down Windows dialog box, click **Restart**.
3. Click **OK**.

Norton AntiVirus may not be configured to start Auto-Protect automatically.

To set Auto-Protect to start automatically

1. In the Norton SystemWorks main window, click **Options > Norton AntiVirus**.
2. Click **Auto-Protect**.
3. Ensure that Start Auto-Protect when Windows starts up is checked.

Norton AntiVirus may not be configured to show the Auto-Protect icon in the tray.

To show the Auto-Protect icon in the tray

1. In the Norton SystemWorks main window, click **Options > Norton AntiVirus**.
2. Click **Auto-Protect**.
3. Ensure that Show the Auto-Protect icon in the tray is checked.

I have scanned and removed a virus, but it keeps infecting my files

There are four possible reasons a virus could be reappearing.

The virus might be in a program file with an unusual extension for which Norton AntiVirus is not configured to look.

To reset Norton AntiVirus scanning options

1. In the Norton SystemWorks main window, click **Options > Norton AntiVirus**.
2. Click **Manual Scan**.
3. Under Which file types to scan, click **Comprehensive file scanning**.
4. Click **Manual Scan > Bloodhound**.
5. Ensure that Enable Bloodhound heuristics is checked, and click **Highest level of protection**.
6. Click **OK**.
7. Scan all of the disks that you use and repair all infected files.

The source of the infection could also be a floppy disk. Scan all of the floppy disks that you use to ensure that they are free of viruses.

Another reason could be that the virus is remaining in memory after you remove it from the boot record. It then reinfects your boot record. Use your Rescue Disks to remove the virus. For more information, see "If you need to use Rescue Disks" on page 119.

If the problem is a Trojan horse or worm that was transmitted over a shared network drive, you must disconnect from the network or password protect the drive to let Norton AntiVirus delete the problem.

Norton AntiVirus cannot repair my infected files

The most common reason that Norton AntiVirus cannot repair your infected files is that you do not have the most current virus protection on your computer. Update your virus protection regularly to protect your computer from the latest viruses. For more information, see "Keep current with LiveUpdate" on page 53.

If after using LiveUpdate the virus still cannot be repaired, the file may be corrupted, or contain a new virus. There are two additional options:

- Quarantine the file and submit it to the Symantec Security Response experts. For more information, see "If you have files in Quarantine" on page 116.
- If a non-infected copy of the file exists, delete the infected file and replace it with the non-infected file.

I can't receive email

There are three possible solutions to this problem.

Temporarily disable email protection. This might allow the problem email to download so that you can once again enable email protection. You are protected by Auto-Protect and Script Blocking while email protection is disabled.

To temporarily disable incoming email protection

1. In the Norton SystemWorks main window, click **Options > Norton AntiVirus**.
2. Under Internet, click **Email**.
3. Uncheck **Scan incoming email**.
4. Click **OK**.
5. Download your email.
6. Re-enable incoming email protection.

Your email client may have timed out. Make sure timeout protection is enabled. For more information, see "Enable timeout protection" on page 107.

If you continue to experience problems downloading email, disable email protection.

To disable email protection

1. In the Norton SystemWorks main window, click **Options > Norton AntiVirus**.
2. Under Internet, click **Email**.
3. Uncheck **Scan incoming email**.
4. Uncheck **Scan outgoing email**.
5. Click **OK**.

Troubleshooting Norton Utilities

Use these suggestions to help solve problems encountered while running Norton Utilities.

Norton Disk Doctor, Speed Disk, or other Norton Utilities keep restarting

Windows lets many applications access the hard drive simultaneously. When an application writes to the hard drive, the drive's directories change. Since some of the Norton Utilities programs, such as Norton Disk Doctor and Speed Disk, need up-to-date directory information. They must reread these structures any time another application accesses the drive. To solve this problem, do one of the following:

- Close other applications that are accessing the disk.
- Start Windows without starting the applications that normally start by pressing the Shift key when you start Windows 98 or Windows Me.
- Disable any programs that are scheduled to run at regular intervals so they do not start during a Norton Utilities operation.

My drive might not be configured properly

If Norton Disk Doctor or Speed Disk displays the message "Drive C: may not be configured properly," there are several items you can check. Detailed procedures are provided in a Knowledge Base article titled "Error: Drive X: may not be configured properly" when running Norton Disk Doctor or Speed Disk. To find this article, point your browser to http://www.symantec.com/techsupp/

Troubleshooting disk errors on Windows 98 and Windows Me

Windows 98 and Windows Me are based on DOS (Disk Operating System), a command-line driven operating system. The Norton SystemWorks CD includes four DOS-based programs you can use to diagnose and fix problems on your Windows 98 and Windows Me computer. Those programs are also available on the Emergency Disks and Rescue Disks you can create from the Norton SystemWorks CD. For more information, see "Create and use Emergency Disks and Rescue Disks" on page 57.

Note: DOS procedures can be used on FAT16 or FAT32 volumes, but not on NTFS volumes.

The following DOS-based programs come with Norton Utilities:

- Norton Disk Doctor (NDD.EXE)

  Checks the integrity of logical disk structures and performs surface analysis tests to ensure the integrity of your disks.

  Diagnoses and repairs common disk problems.

- UnErase (UNERASE.EXE)

  Recovers erased files automatically or manually.

- UnFormat (UNFORMAT.EXE)

  Restores accidentally formatted disks or repairs a severely damaged disk.

- Disk Editor (DISKEDIT.EXE)

  Full-featured sector editor for advanced users that lets you manually examine and modify files, directories, clusters, sectors, and system areas of your disk. Use Disk Editor to edit, save, or undo changes to your disk parameters and to search an area of your disk for a particular data string.

Many of these procedures using the DOS-based programs—Disk Editor, Norton Disk Doctor, UnErase, and UnFormat—require you to have a blank, formatted floppy disk available to create an undo file, just in case the corrections you made are not what you expected.

For online information about the DOS-based Norton Utilities programs, you can press the F1 key on your computer keyboard while using them.

Before you begin

Warning: A special procedure is required if your computer uses a Dynamic Drive Overlay. For more information, see "If you have a Dynamic Drive Overlay (DDO)" on page 61.

The procedures using the DOS-based programs require you to insert the Emergency or Rescue Disk that has the program's .EXE file. To save time, make directory printouts of your Emergency and Rescue Disks so you will know where the .EXE files are located.

Some procedures recommend using either your Rescue Disk set or your Emergency Disks. If you have a Rescue Disk set, try that first, since your Rescue Disks have more up-to-date files for your computer. Otherwise, use the Emergency Disks.

My computer displays an error message on startup

The following list includes many of the errors you may see when you have problems starting your computer. Turn to the page indicated to see how to solve your problem.

Problem	See
Parity error at address	page 226
ROM Checksum invalid	page 226
Seek error	page 226
Segment boundary overrun	page 226
Hard Drive # Controller failure, hard drive absent or missing	page 226
HDD Controller Failure	page 228
Hardware Information Lost	page 228
Faulty….	page 226
Illegal instruction trapped	page 226
Battery Discharged	page 228
CMOS Checksum error	page 228

Problem	See
CMOS Information not found	page 228
Date and Time not set	page 228
Disk Boot Failure	page 228
Drive X error	page 228
Hard Disk # error	page 228
Memory Size Mismatch	page 228
Unexpected amount of memory found	page 228
No ROM BASIC – System halted	page 229
Invalid Partition Table	page 229
Invalid System Disk	page 229
Missing Operating System	page 229
Hard Disk Boot sector invalid	page 229
Insert a (valid) boot disk	page 229
Error loading Operating System (O/S)	page 229

Repair general hardware problems

When you turn your computer on, it performs the Power-On Self Test (POST). This process verifies the existence and operation of hardware—hard drives, video hardware, memory, and the keyboard—that is critical to starting your computer. If a problem is found, it is reported to you on the screen or as a series of beeps if the video display is disconnected or not working. Refer to your computer manufacturer's documentation to decipher beep codes.

Many hardware problems that are found display messages similar to these:

- Fault
- Hard disk controller failure
- Hard disk absent or failed
- Illegal instruction trapped
- Parity error at address

- ROM checksum invalid
- Segment boundary overrun

Warning: Observe your computer manufacturer's safety guidelines before opening your computer. For proper handling instructions, refer to your computer manufacturer's documentation.

Check inside your computer

Before suspecting a defective device, check inside your computer to:

- Make sure adapter cards, such as video and disk controller cards, are seated properly in the correct expansion slots.
- Make sure memory modules are seated correctly.
- Make sure drive cables are connected properly.
- Make sure multiple hard drives are configured to work together. For more information on properly configuring multiple hard drives, refer to your computer manufacturer's documentation as well as any documentation you might have on your additional hard drives.
- Make sure additional adapter cards, such as multimedia or tape backup controller cards, are configured properly. For information on properly configuring these devices, refer to the manufacturer's documentation.

After checking these items, close the computer and turn it on to see if your computer starts normally.

If you cannot repair general hardware problems

If the problem persists, contact your computer manufacturer or the manufacturer of the device that you suspect is faulty.

Correct computer setup data

The POST process checks the settings of many hardware components against values stored in a CMOS chip. CMOS chips store vital information about your computer. Even when your computer is turned off, the CMOS chip continuously stores this information using a battery. If a discrepancy is found, a message similar to one of the following displays:

- Battery discharge
- CMOS checksum error
- CMOS information not found using defaults
- Date and time not set—run setup
- Drive *x* error
- Hard disk # error
- Hardware information lost—run setup
- HDD controller failure
- Memory size mismatch—run setup
- Unexpected amount of memory found—run setup

The error may also be related to a partition table or boot record problem. For more information, see "Recover startup data" on page 229.

To correct computer setup data

1. Turn on your computer.
2. As your computer starts, press the key combination to enter the setup program.

   The correct key or key combination is usually shown on the screen as the computer first starts.
3. Update the CMOS settings.

   For more information, see your computer manufacturer's documentation.

   Many computers will update the CMOS with appropriate settings simply by running the setup program and saving the values when you exit.

Recover startup data

When the POST process is complete, the hard drive is accessed for startup information if your A: drive does not contain a disk. The first piece of startup information is the master boot record, which contains the partition table. The next piece of startup information is the boot record of the startup partition.

If any of the information in the master boot record, partition tables, or boot record is corrupt or missing, a message similar to the following displays:

- Hard disk boot sector invalid
- Please insert a boot disk
- Please insert a valid boot disk and press any key

Warning: Never use Rescue Disks made on another computer. Rescue Disks contain information specific to the computer on which they were made. If you don't have Rescue Disks, see "To recover startup data with the Emergency Disks" on page 230.

To recover startup data with Rescue Disks

1. Insert the Rescue boot floppy disk into the startup drive.
2. Turn on your computer and wait for the Rescue Disk screen to appear.
3. Use the DownArrow key to select Rescue Recovery and press Enter.

   The Restore Rescue Information dialog box appears. Rescue Restore examines your computer's boot records and partition table information and automatically selects any damaged Rescue Restore items to be restored.

   Caution: If Rescue Restore does not detect any startup file problems, the Items To Restore check boxes will be cleared. *Do not proceed with the restore process*. Press Esc to exit.

   ---

4. If Boot Records, Partition Tables, or both are selected, press Alt+R to restore the information.

   A confirmation box appears (twice) that lets you verify the information you are about to restore.

5 Press Enter and follow the on-screen instructions.

6 Remove the disk from the startup drive and restart your computer.

If the problem has been fixed, your computer will start normally.

You can use the CD that contains Norton SystemWorks as an Emergency Disk if your computer can start up from the CD-ROM drive. For more information, see "If your computer won't start" on page 12.

Note: Do not store undo data on the same physical drive you are attempting to repair. The best place to store undo data is on a blank formatted floppy disk.

To recover startup data with the Emergency Disks

1 Insert Emergency Disk 1 into the startup drive and restart your computer.

2 Use the DownArrow key to select Disk Doctor.

3 At the prompt, type: /REBUILD and press Enter.

Warning: It is possible to damage your hard drive using the /REBUILD switch. Be sure you have backups of your data before using this procedure.

---

4 Insert Emergency Disk 2 when requested.

The Norton Disk Doctor main dialog box appears.

5 Press Enter to diagnose the drive.

A message box appears indicating that your hard drive has no partitions.

6 Press Enter to have Norton Disk Doctor rebuild the partition table.

A message box appears indicating that a partition has been found and asks you if you would like to revive it.

7 Do one of the following:

- If the partition size indicated is correct, press Enter to revive the partition table.

  The partition table is revived.
- If the partition size indicated is incorrect, click No.
- If you are unsure, click Yes and create an undo disk.

  Norton Disk Doctor continues to search.

8 To revive more partition tables, press Enter to search for them. Otherwise, press Alt+N.

  Before changes are made to the disk, you are prompted to create an undo file.

9 Press Enter to create an undo file.

  The Undo File dialog box appears.

10 Use the UpArrow and DownArrow keys to select the drive on which to store the undo data.

11 Insert a formatted floppy disk with at least 100K of free space into the appropriate drive and press Enter.

Note: Do not reuse Undo disks. Overwriting the same disk means that previous changes cannot be undone.

  Norton Disk Doctor saves the undo data to disk and repairs your partition tables. When Norton Disk Doctor has finished, a message box appears, indicating the partition information has been changed.

12 Remove the disk from the startup drive and restart your computer.

If the problem has been fixed, your computer will start normally.

If you cannot recover startup data

If the problem persists, it is possible that the disk's operating system files are missing or corrupt. For more information, see "Recover operating system files" on page 232.

Recover operating system files

Caution: Before you perform this procedure, make sure you have file level access to the drive from the Command Prompt.

When your computer successfully completes the POST process, your computer loads the master boot record program that passes control to the disk's boot record. The boot record then loads IO.SYS, which carries out the rest of the startup process. To start Windows, both COMMAND.COM and MSDOS.SYS files must be present. If they are not, your computer will not start Windows properly.

To recover operating system files

1. Insert the Rescue boot floppy disk into the startup drive.
2. Turn on your computer and wait for the Rescue Disk screen to appear.

   Press Esc to go to the DOS command prompt.
3. Insert the NU Emergency Utility Disk 1 (it contains the SYS.COM file).
4. At the command prompt, type SYS C: and press Enter.

   Note: If the message "Insert system disk in drive A:\" appears, insert the Rescue boot floppy disk into the startup drive and press any key.

   The SYS program copies the system files from your Rescue Disk to your hard drive.
5. Insert the disk labeled "Rescue Boot Floppy Disk," which contains the MSDOS.SAV file.

   At the command prompt, type:
   C:\WINDOWS\COMMAND\ATTRIB -R -S -H C:\MSDOS.SYS

   If Windows is installed in a location other than C:\WINDOWS, modify the command line with the proper location (for example, C:\WIN95\COMMAND\ATTRIB -R -S -H C:\MSDOS.SYS).
6. At the command prompt, type:

   COPY A:\MSDOS.SAV C:\MSDOS.SYS and press Enter.

   Your MSDOS.SYS file is restored.
7. Remove the Rescue Disk from the drive and restart your computer.

If the problem has been fixed, your computer will start normally.

If you cannot recover operating system files

If the problem persists, it is possible that the disk itself has a problem. Consider reinstalling your Windows operating system from the Windows CD.

Common disk problems

Follow the procedures below to access data on a damaged floppy disk, recover files on a disk that appears empty, recover a formatted or severely damaged disk, repair a disk with incorrect media descriptor byte information, recover lost or damaged directories, recover overwritten files, recover corrupt Registry files, or recover an inaccessible disk.

Recover corrupt Registry files

Warning: There is a potential for data loss when you restore the registry. You may lose settings for programs that have been installed, and program options that have been saved since the backup of the registry was made.

If you have a problem with the Registry, while starting your computer, you will receive a message similar to one of the following:

- Registry access error
- Warning: Windows has detected a Registry or configuration error

Windows stores a backup of the Registry files each time you successfully start your system, so first try to have Windows restore the files by selecting the Restore From Backup And Restart button on the error message dialog box. If this procedure fails to resolve the problem, restore the Registry data from your Registry backup, usually found in C:\WINDOWS\SYSTEM.RSC and C:\WINDOWS\USER.RSC.

There may be several backups of the SYSTEM and USER files, with extension such as .NS0, .NS1, .SW0 or .NU0. Try all of these, in the order of newest to oldest.

Note: When restoring the Registry, always restore both of the Registry files: SYSTEM.DAT and USER.DAT.

To recover corrupt Registry files with the Windows 98/Me Registry backup

Try to restore the Windows Registry with a backup copy Windows made of the Registry the last time you successfully started your computer.

1. Start or restart your computer.
2. While "Starting Windows..." is on your screen, press and release the F8 key.

   Alternately, you can hold the Ctrl key down while your computer starts.
3. Choose the Command Prompt Only option.
4. At the command prompt, change to the directory where Windows is installed (usually C:\WINDOWS).

   For example, type: C: and press Enter. Then type: CD \WINDOWS and press Enter.
5. Type the following commands and press Enter after each one: (system.da0 and user.da0 contain zeroes.)

   attrib -h -r -s system.dat

   attrib -h -r -s system.da0

   attrib -h -r -s user.dat

   attrib -h -r -s user.da0
6. Rename system.dat and user.dat to system.bak and user.bak. Type the following commands and press Enter after each one:

   ren system.dat system.bak
   ren user.dat user.bak
7. Then type the following commands and press Enter after each one:

   copy system.da0 system.dat
   copy user.da0 user.dat
8. Restart your computer.

If you are unable to restore the Registry files with the Windows 98/Me Registry backup, try this using your Rescue Disks.

To recover corrupt Registry files with Rescue Disks

1. Insert the Rescue boot floppy disk into the startup drive.
2. Turn on your computer and wait for the Rescue Disk screen to appear.
3. Press Esc to go to the DOS command prompt.
4. Change directories to C:\WINDOWS (or to the directory where Windows is installed).

   For example, if Windows is in C:\WINDOWS, type:

   C: and press Enter. Then type:

   CD \WINDOWS and press Enter.
5. Type the following commands and press Enter after each one:

   command\attrib -h -r -s system.dat

   command\attrib -h -r -s user.dat
6. Rename system.dat and user.dat to system.bak and user.bak. Type the following commands and press Enter after each one:

   ren system.dat system.bak
   ren user.dat user.bak
7. Type the following commands and press Enter after each one:

   copy system.rsc system.dat
   copy user.rsc user.dat
8. Remove the Rescue Disk from the floppy drive and restart your computer.

If the problem persists, reinstall Windows to recreate your Windows 98 or Windows Me Registry files.

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July 13, 2001

Norton SystemWorks™ 2002 Professional Edition

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